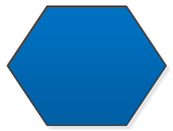
Last revised: June 24, 2014

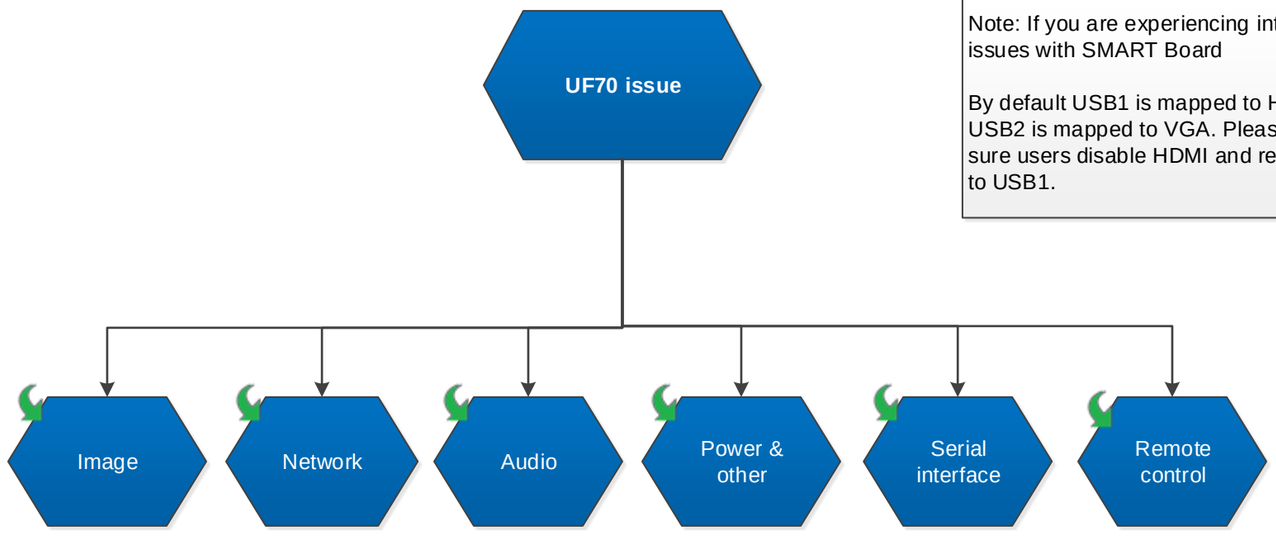
Revision History

Contact Support

Glossary of Terms

1. UF70 Main Page

Legend	
	Troubleshooting steps.
	Contact Technical support for further assistance.
	Issue resolved.
	Additional information



Note: If you are experiencing interactivity issues with SMART Board

By default USB1 is mapped to HDMI and USB2 is mapped to VGA. Please make sure users disable HDMI and remap VGA to USB1.

smarttech.com/support
smarttech.com/contactsupport

© 2014 SMART Technologies ULC. All rights reserved. SMART Board, SMART Document Camera, the SMART logo, smarttech and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. All third-party product and company names may be trademarks of their respective owners.

Revision History

Contact Support

Back

Home

2. Image issues

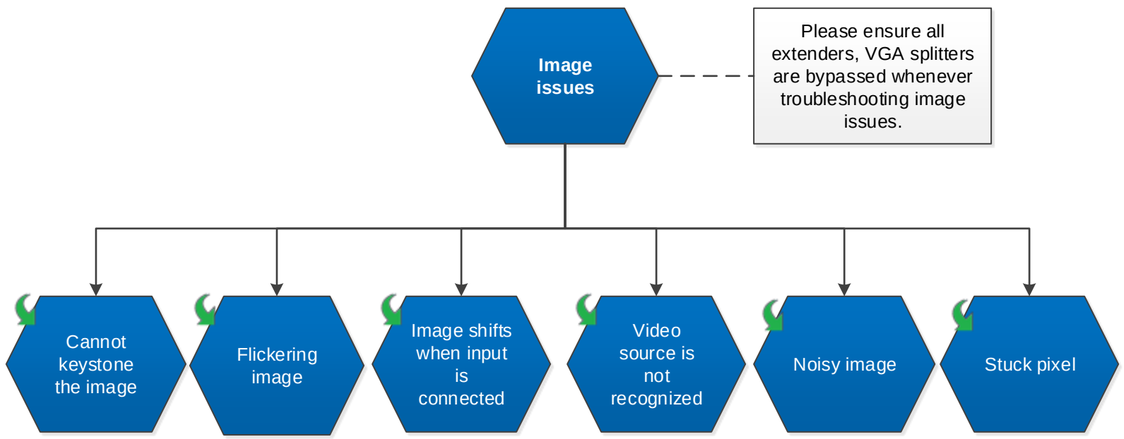


Image issues
Please ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
Cannot keystone the image
Flickering image
Image shifts when input is connected
Video source is not recognized
Noisy image
Stuck pixel

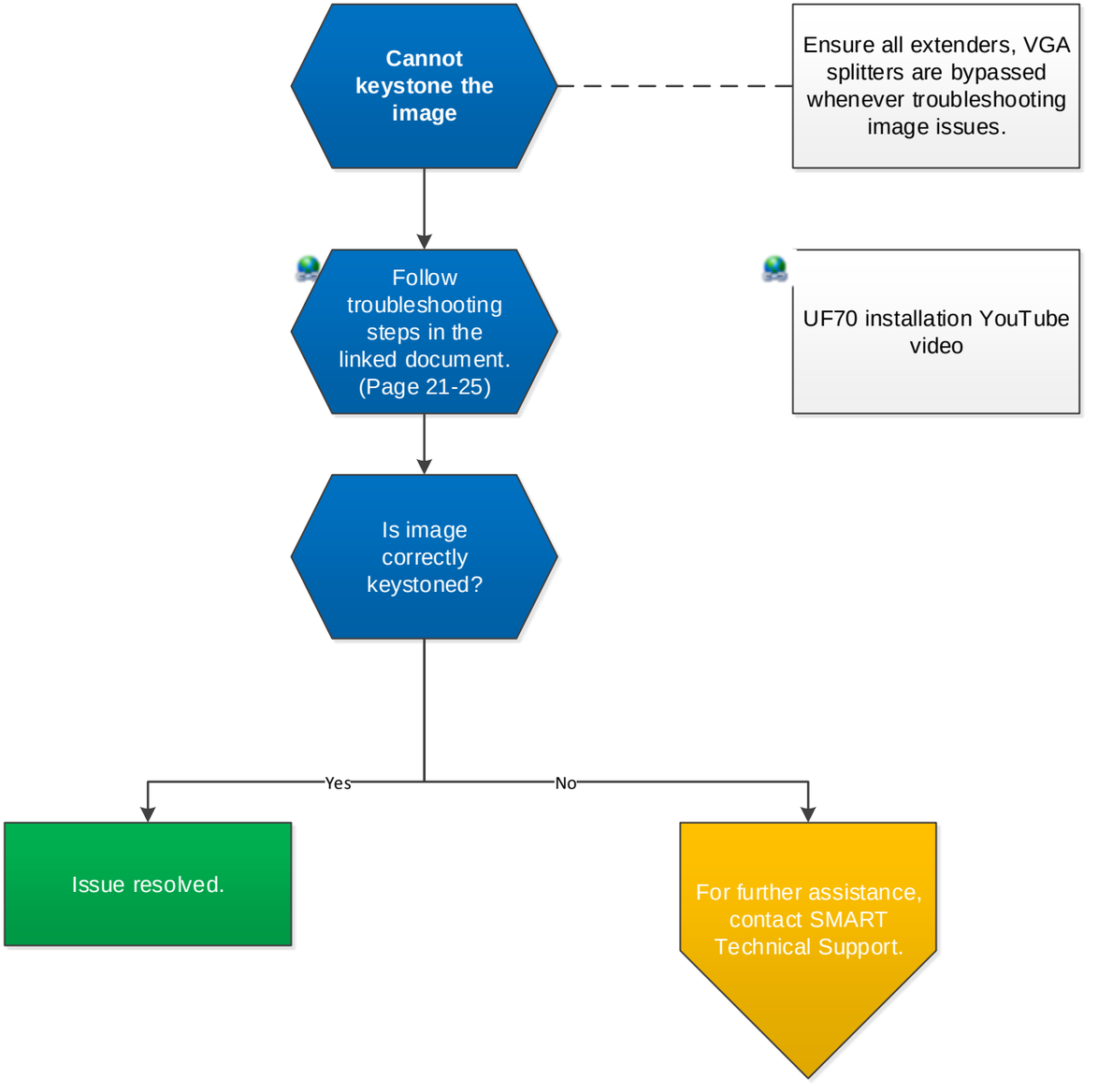
Back

Home

2.1 Cannot keystone the image

Revision History

Contact Support


Cannot keystone the image
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
Follow troubleshooting steps in the linked document. (Page 21-25)
UF70 installation YouTube video
Is image correctly keystoned?
Yes
No
Issue resolved.
For further assistance, contact SMART Technical Support.

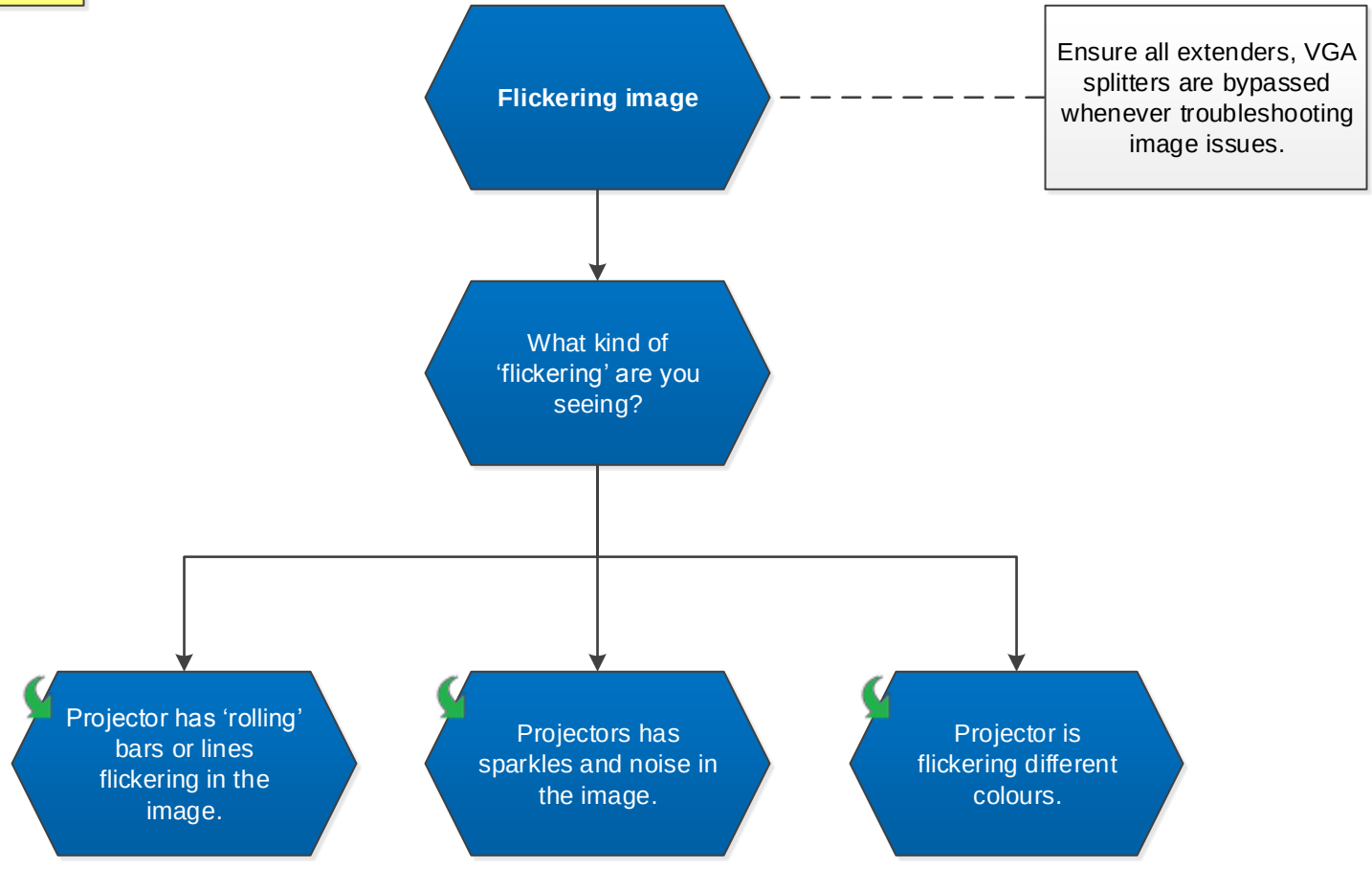
2.2 Flickering image

Revision History

Contact Support

Back

Home


Flickering image
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
What kind of 'flickering' are you seeing?
Projector has 'rolling' bars or lines flickering in the image.
Projectors has sparkles and noise in the image.
Projector is flickering different colours.

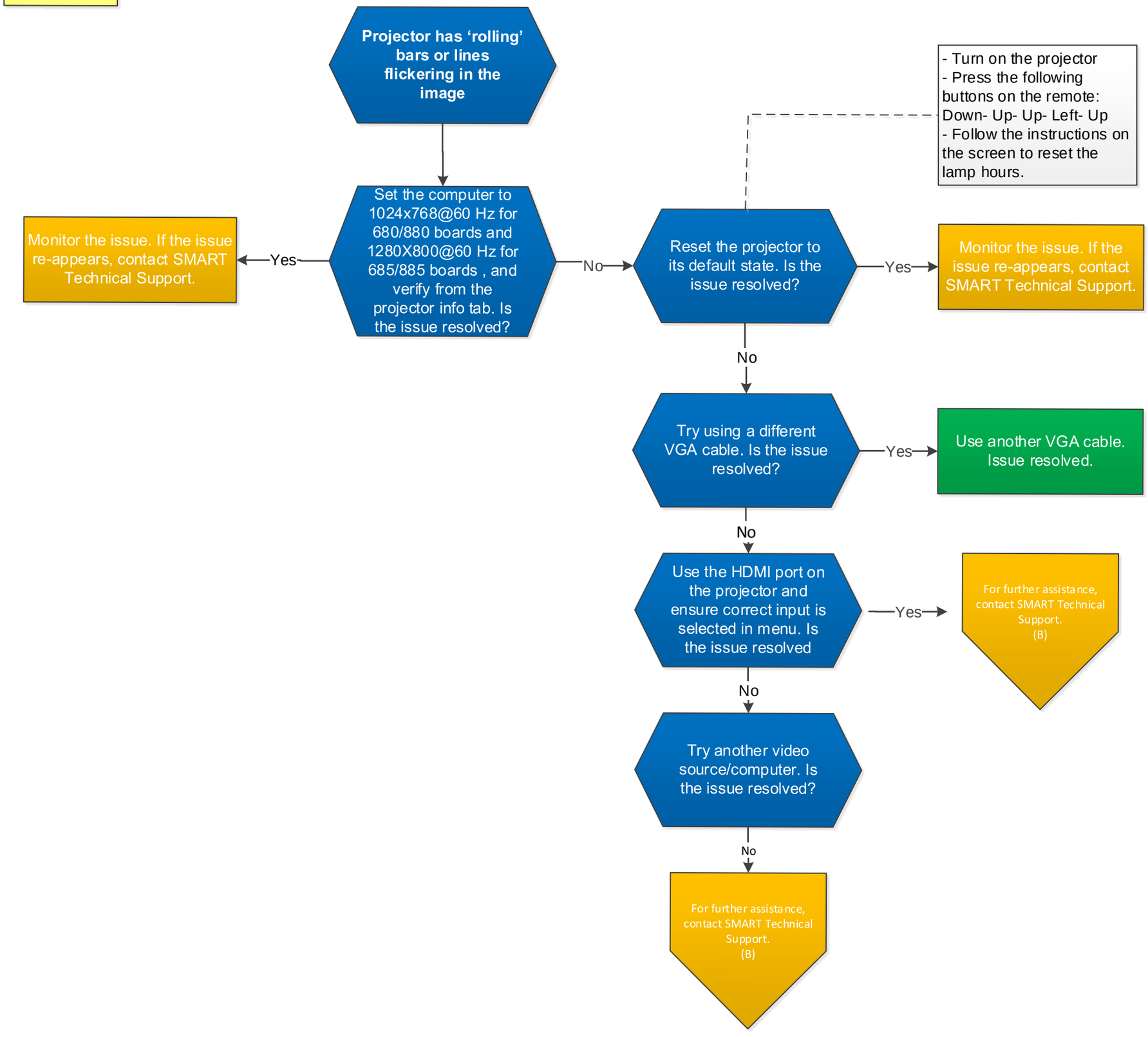
Back

Home

Revision History

Contact Support

2.2.1 Projector has ‘rolling’ bars or lines flickering in image


Projector has ‘rolling’ bars or lines flickering in the image
Set the computer to 1024x768@60 Hz for 680/880 boards and 1280X800@60 Hz for 685/885 boards , and verify from the projector info tab. Is the issue resolved?
Yes
Monitor the issue. If the issue re-appears, contact SMART Technical Support.
No
Reset the projector to its default state. Is the issue resolved?
- Turn on the projector
- Press the following buttons on the remote: Down- Up- Up- Left- Up
- Follow the instructions on the screen to reset the lamp hours.
Yes
Monitor the issue. If the issue re-appears, contact SMART Technical Support.
No
Try using a different VGA cable. Is the issue resolved?
Yes
Use another VGA cable. Issue resolved.
No
Use the HDMI port on the projector and ensure correct input is selected in menu. Is the issue resolved
Yes
For further assistance, contact SMART Technical Support. (B)
No
Try another video source/computer. Is the issue resolved?
No
For further assistance, contact SMART Technical Support. (B)

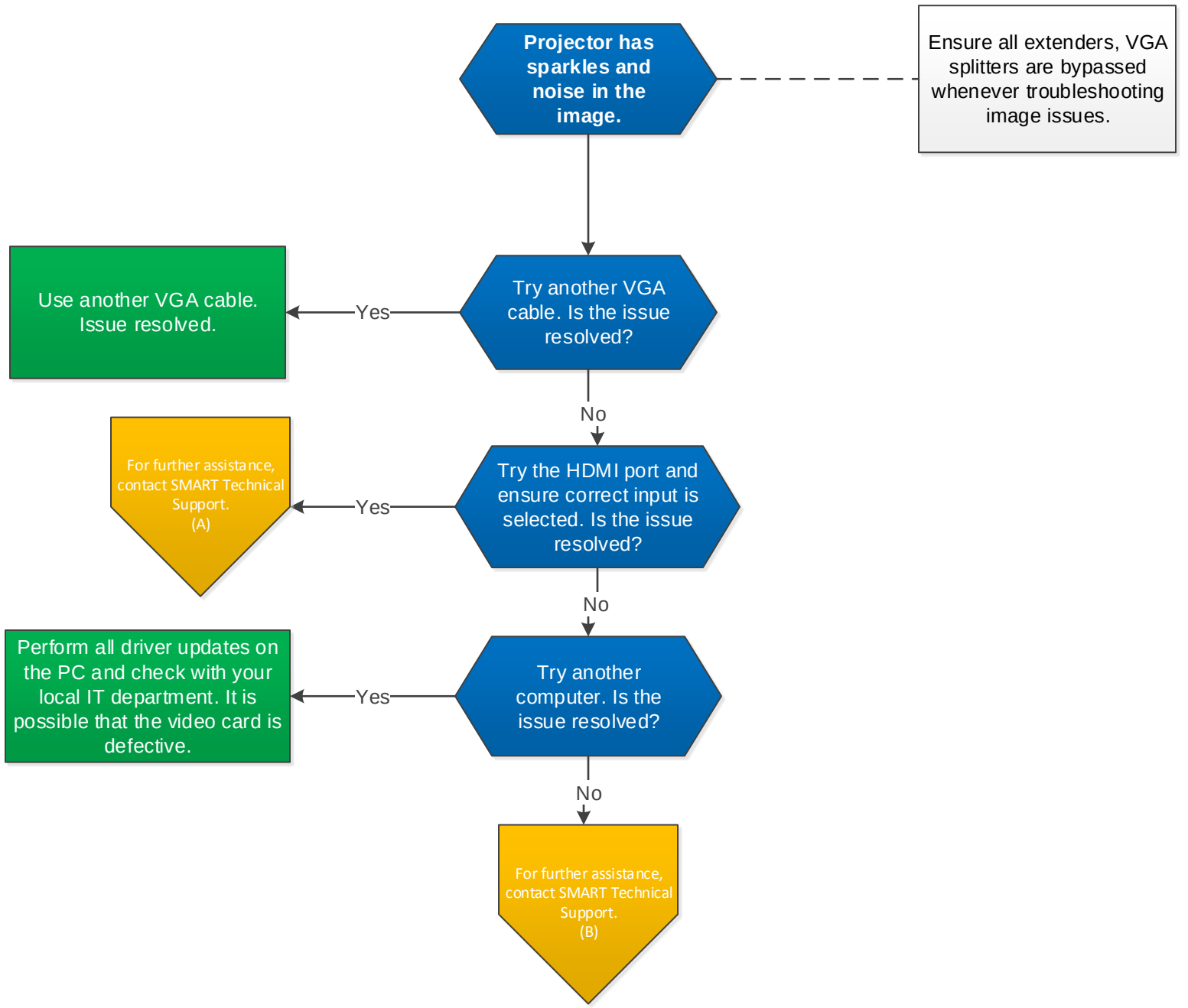
Back

Home

Revision History

Contact Support

2.2.2 Projector has sparkles and noise in the image


Projector has sparkles and noise in the image.
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
Try another VGA cable. Is the issue resolved?
Yes
Use another VGA cable. Issue resolved.
No
Try the HDMI port and ensure correct input is selected. Is the issue resolved?
Yes
For further assistance, contact SMART Technical Support. (A)
No
Try another computer. Is the issue resolved?
Yes
Perform all driver updates on the PC and check with your local IT department. It is possible that the video card is defective.
No
For further assistance, contact SMART Technical Support. (B)

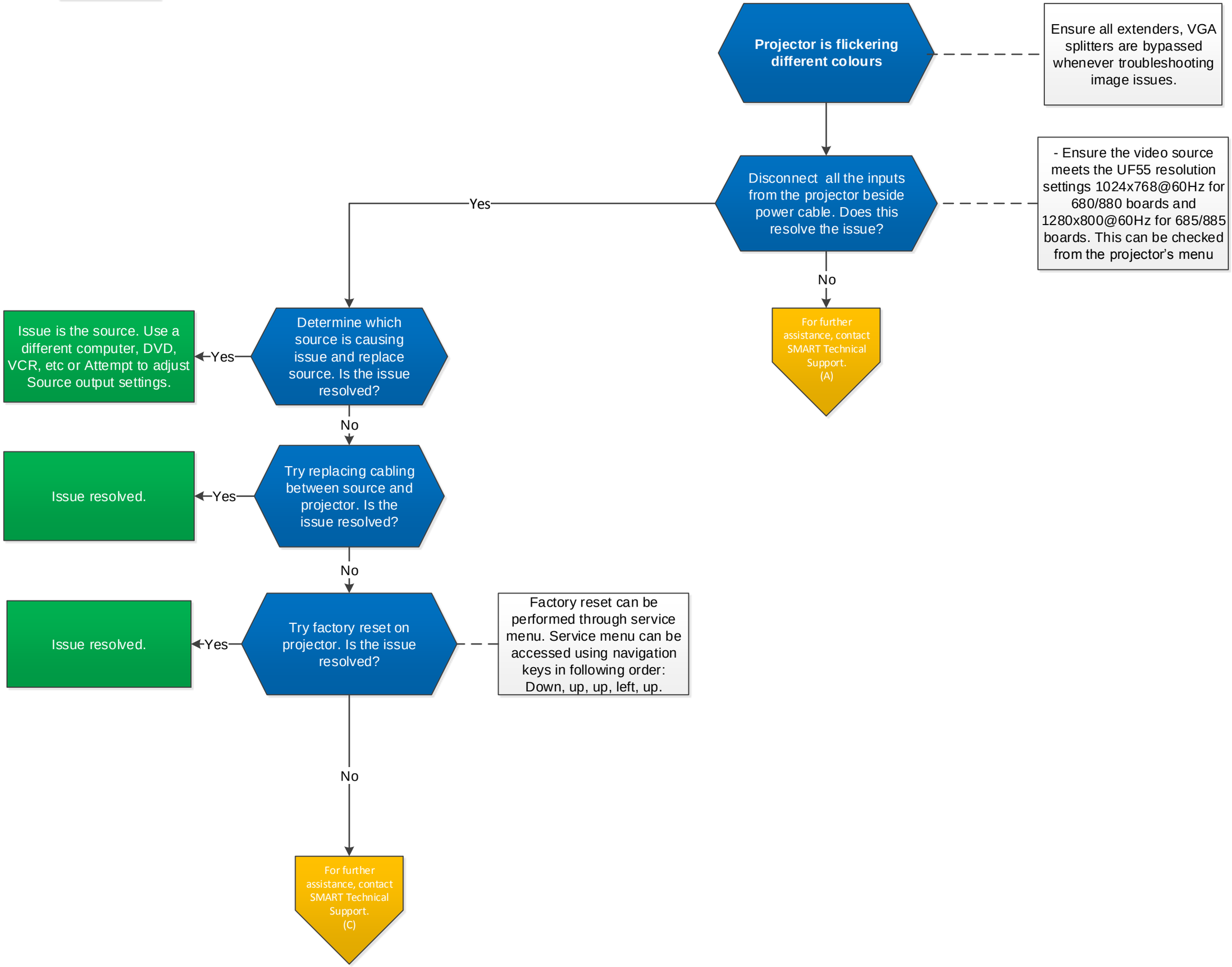
Back

Home

2.2.3 Projector is flickering different colours

Revision History

Contact Support


Projector is flickering different colours
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
Disconnect all the inputs from the projector beside power cable. Does this resolve the issue?
- Ensure the video source meets the UF55 resolution settings 1024x768@60Hz for 680/880 boards and 1280x800@60Hz for 685/885 boards. This can be checked from the projector's menu
Yes
No
For further assistance, contact SMART Technical Support. (A)
Determine which source is causing issue and replace source. Is the issue resolved?
Yes
Issue is the source. Use a different computer, DVD, VCR, etc or Attempt to adjust Source output settings.
No
Try replacing cabling between source and projector. Is the issue resolved?
Yes
Issue resolved.
No
Try factory reset on projector. Is the issue resolved?
Yes
Issue resolved.
Factory reset can be performed through service menu. Service menu can be accessed using navigation keys in following order: Down, up, up, left, up.
No
For further assistance, contact SMART Technical Support. (C)

Back

Home

2.3 Image shifts when input is connected

Revision History

Contact Support

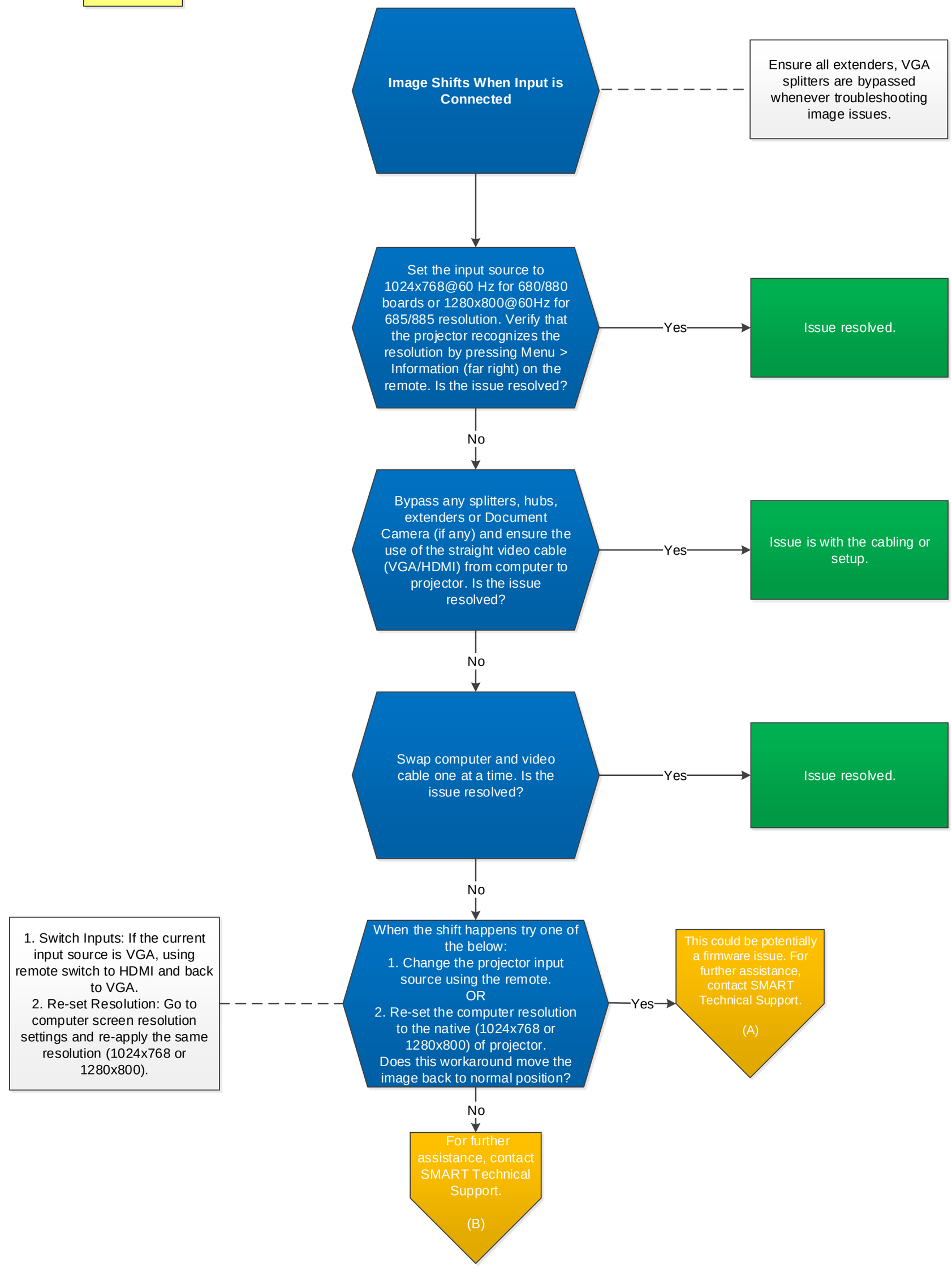


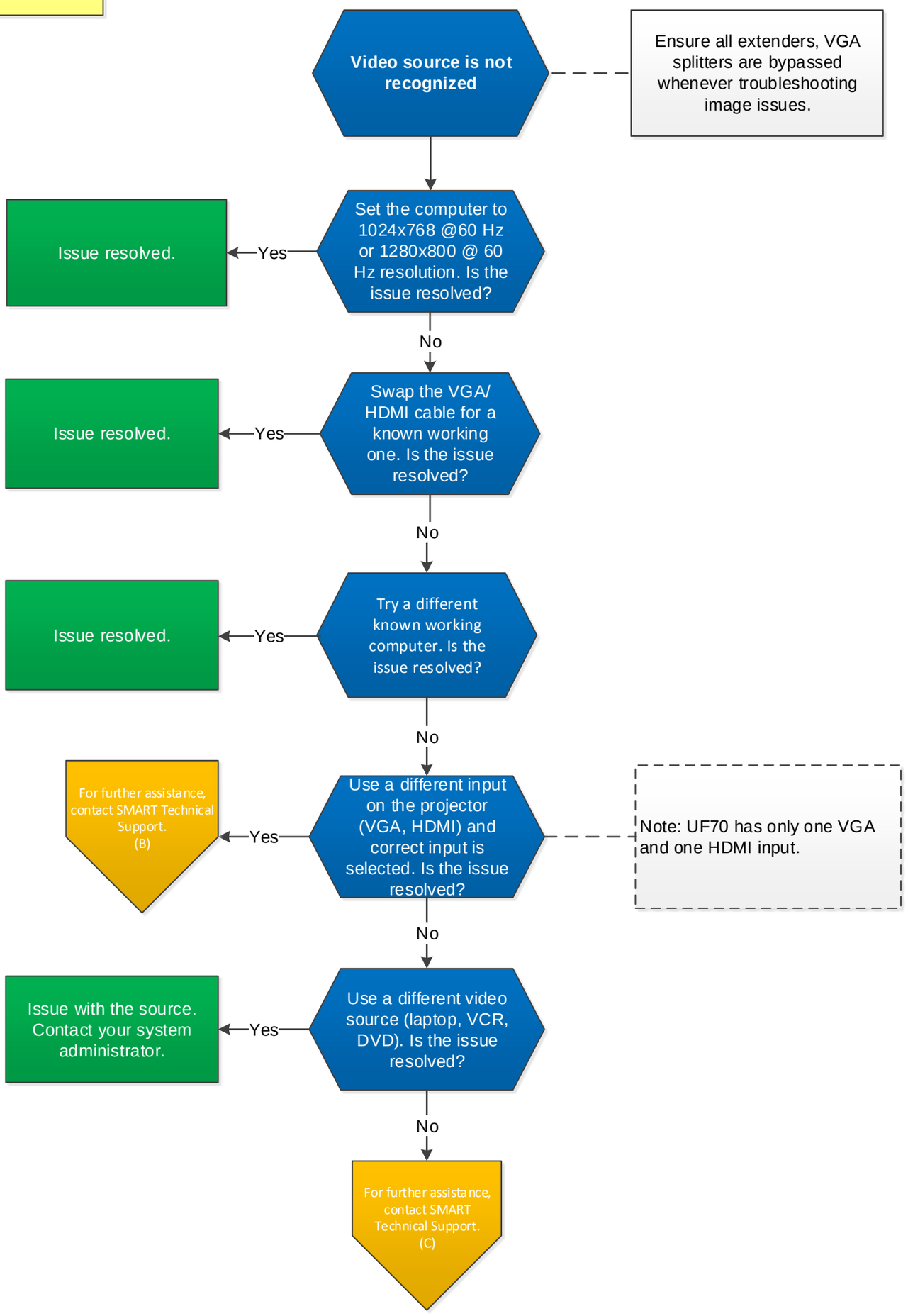
Image Shifts When Input is Connected
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
Set the input source to 1024x768@60 Hz for 680/880 boards or 1280x800@60Hz for 685/885 resolution. Verify that the projector recognizes the resolution by pressing Menu > Information (far right) on the remote. Is the issue resolved?
Yes
Issue resolved.
No
Bypass any splitters, hubs, extenders or Document Camera (if any) and ensure the use of the straight video cable (VGA/HDMI) from computer to projector. Is the issue resolved?
Yes
Issue is with the cabling or setup.
No
Swap computer and video cable one at a time. Is the issue resolved?
Yes
Issue resolved.
No
1. Switch Inputs: If the current input source is VGA, using remote switch to HDMI and back to VGA.
2. Re-set Resolution: Go to computer screen resolution settings and re-apply the same resolution (1024x768 or 1280x800).
When the shift happens try one of the below:
1. Change the projector input source using the remote.
OR
2. Re-set the computer resolution to the native (1024x768 or 1280x800) of projector.
Does this workaround move the image back to normal position?
Yes
This could be potentially a firmware issue. For further assistance, contact SMART Technical Support.
(A)
No
For further assistance, contact SMART Technical Support.
(B)

Back

2.4 Video source is not recognized

Revision History
Contact Support

Home


Video source is not recognized
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
Set the computer to 1024x768 @60 Hz or 1280x800 @ 60 Hz resolution. Is the issue resolved?
Yes
Issue resolved.
No
Swap the VGA/ HDMI cable for a known working one. Is the issue resolved?
Yes
Issue resolved.
No
Try a different known working computer. Is the issue resolved?
Yes
Issue resolved.
No
Use a different input on the projector (VGA, HDMI) and correct input is selected. Is the issue resolved?
Yes
For further assistance, contact SMART Technical Support. (B)
Note: UF70 has only one VGA and one HDMI input.
No
Use a different video source (laptop, VCR, DVD). Is the issue resolved?
Yes
Issue with the source. Contact your system administrator.
No
For further assistance, contact SMART Technical Support. (C)

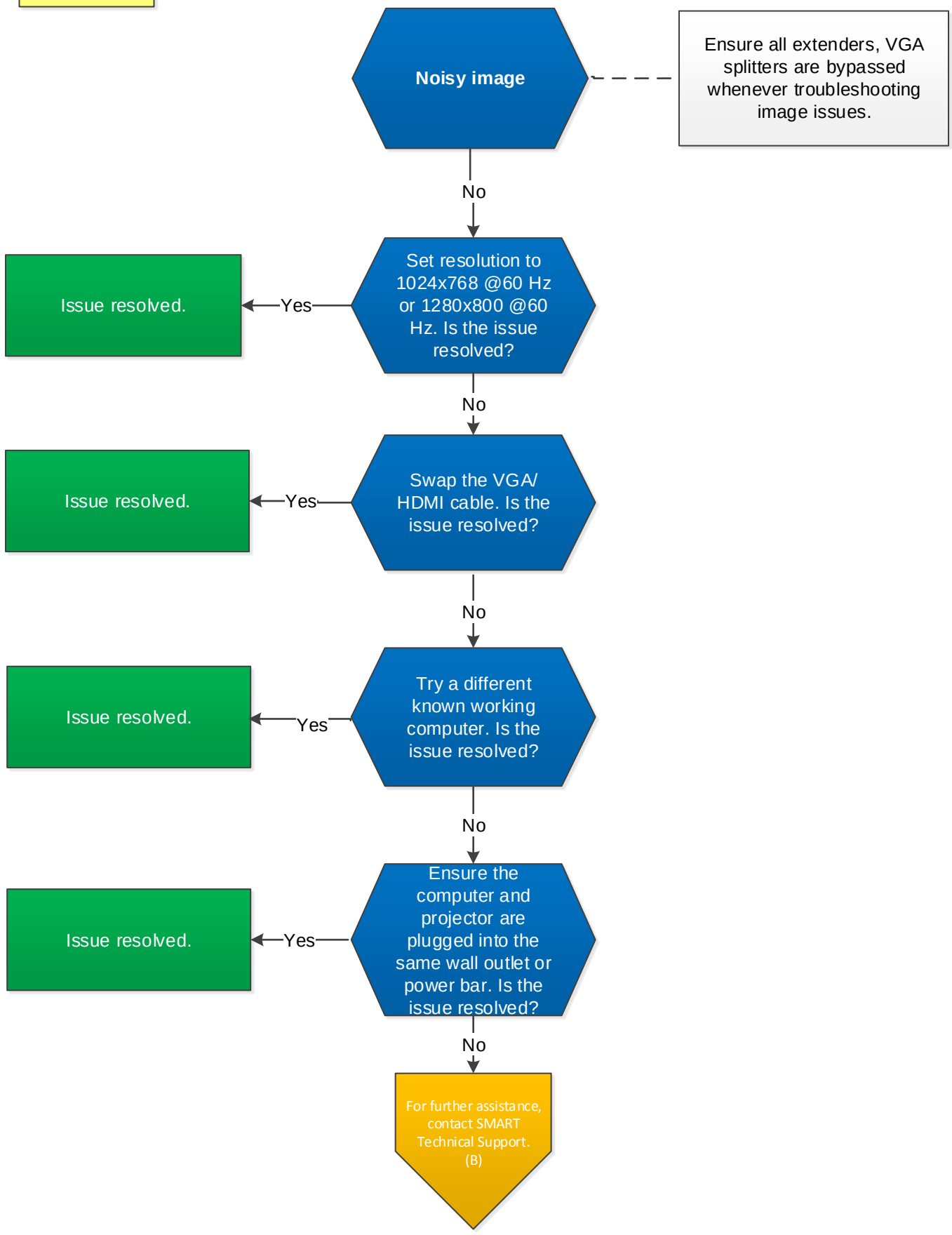
Back

Home

Revision History

Contact Support

2.5 Noisy image


Noisy image
Ensure all extenders, VGA splitters are bypassed whenever troubleshooting image issues.
No
Set resolution to 1024x768 @60 Hz or 1280x800 @60 Hz. Is the issue resolved?
Yes
Issue resolved.
No
Swap the VGA/ HDMI cable. Is the issue resolved?
Yes
Issue resolved.
No
Try a different known working computer. Is the issue resolved?
Yes
Issue resolved.
No
Ensure the computer and projector are plugged into the same wall outlet or power bar. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support. (B)

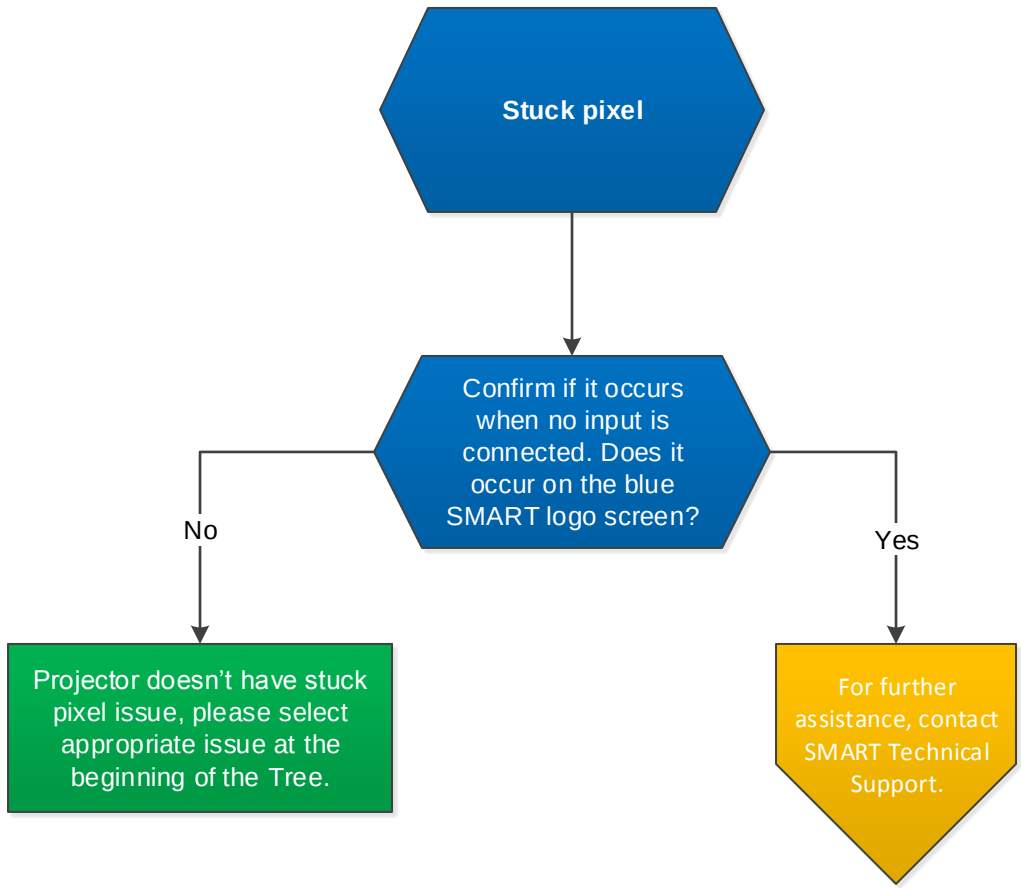
Back

Home

2.6 Stuck pixel

Revision History

Contact Support


Stuck pixel
Confirm if it occurs when no input is connected. Does it occur on the blue SMART logo screen?
No
Yes
Projector doesn't have stuck pixel issue, please select appropriate issue at the beginning of the Tree.
For further assistance, contact SMART Technical Support.

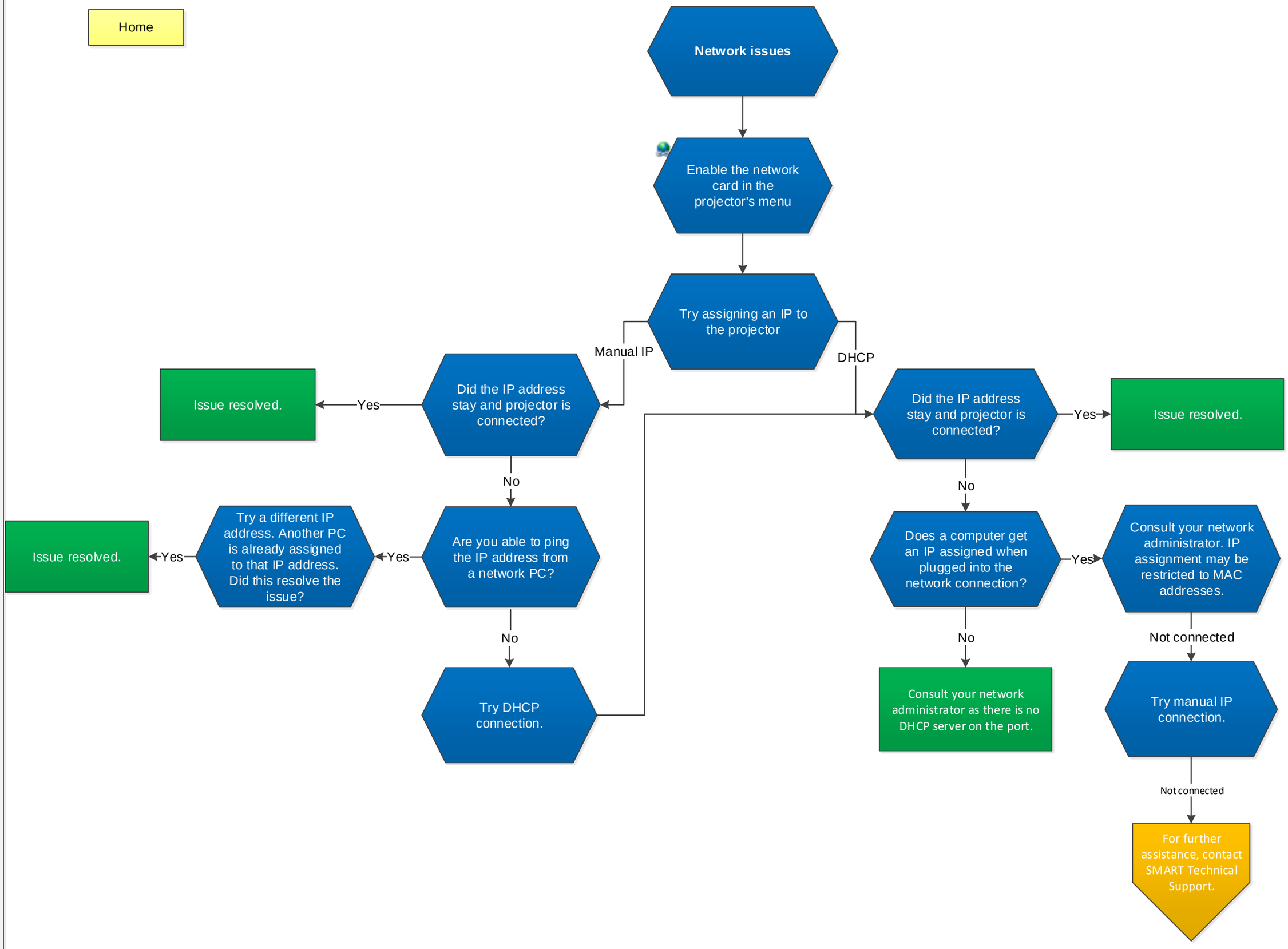
Back

Home

Revision History

Contact Support

3. Network issues


Network issues
Enable the network card in the projector's menu
Try assigning an IP to the projector
Manual IP
DHCP
Did the IP address stay and projector is connected?
Yes
Issue resolved.
No
Are you able to ping the IP address from a network PC?
Yes
Try a different IP address. Another PC is already assigned to that IP address. Did this resolve the issue?
Yes
Issue resolved.
No
Try DHCP connection.
Did the IP address stay and projector is connected?
Yes
Issue resolved.
No
Does a computer get an IP assigned when plugged into the network connection?
Yes
Consult your network administrator. IP assignment may be restricted to MAC addresses.
Not connected
Try manual IP connection.
Not connected
For further assistance, contact SMART Technical Support.
No
Consult your network administrator as there is no DHCP server on the port.

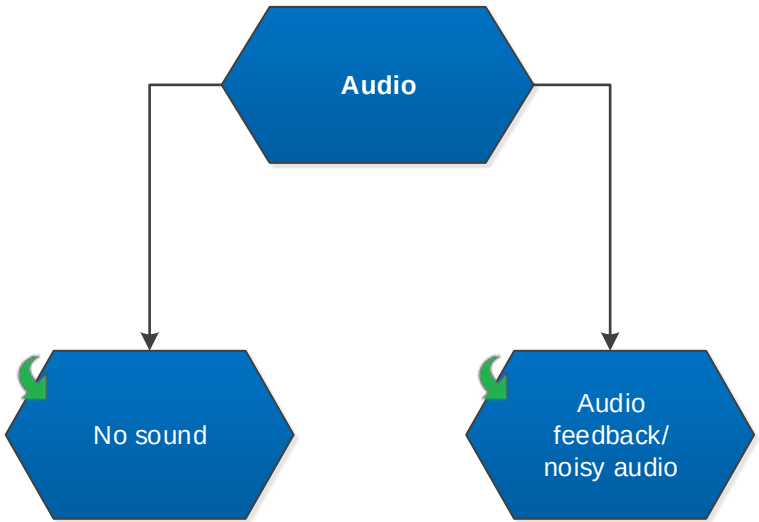
Back

Home

4. Audio issues

Revision History

Contact Support

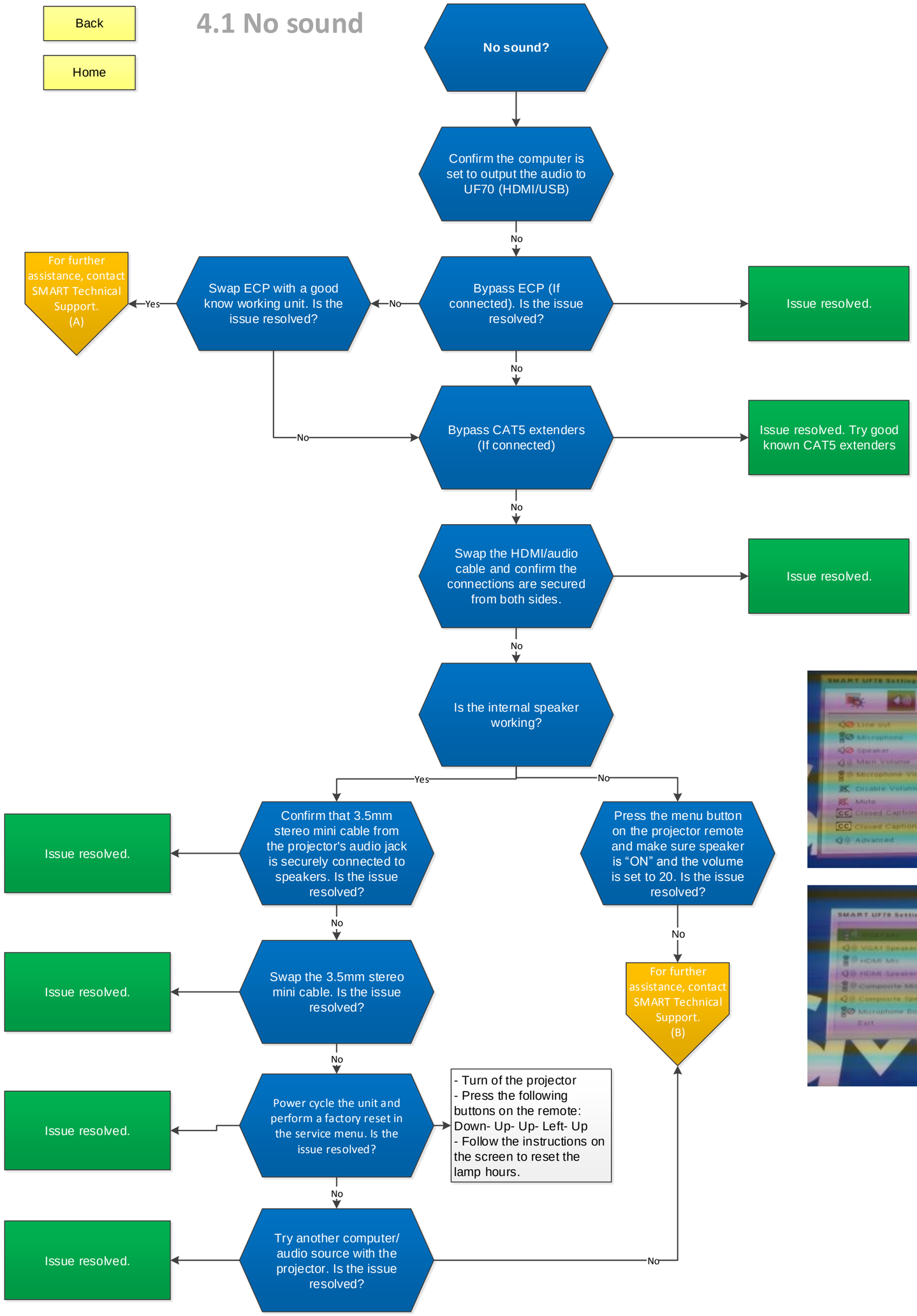


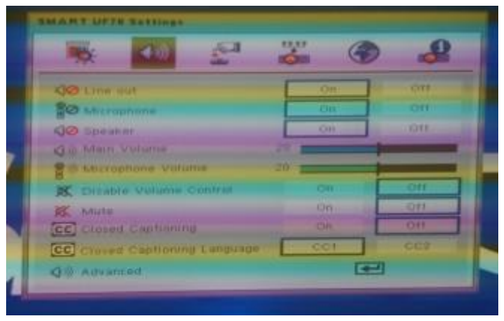
Back

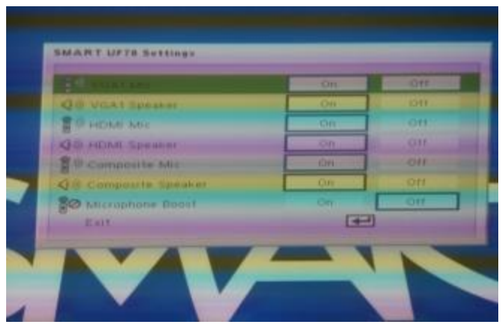
Home

4.1 No sound

Revision History
Contact Support


No sound?
Confirm the computer is set to output the audio to UF70 (HDMI/USB)
No
Bypass ECP (If connected). Is the issue resolved?
No
Issue resolved.
Swap ECP with a good know working unit. Is the issue resolved?
No
Yes
For further assistance, contact SMART Technical Support. (A)
No
Bypass CAT5 extenders (If connected)
No
Issue resolved. Try good known CAT5 extenders
No
Swap the HDMI/audio cable and confirm the connections are secured from both sides.
No
Issue resolved.
No
Is the internal speaker working?
Yes
No
Confirm that 3.5mm stereo mini cable from the projector's audio jack is securely connected to speakers. Is the issue resolved?
Issue resolved.
No
Swap the 3.5mm stereo mini cable. Is the issue resolved?
Issue resolved.
No
Power cycle the unit and perform a factory reset in the service menu. Is the issue resolved?
- Turn of the projector
- Press the following buttons on the remote: Down- Up- Up- Left- Up
- Follow the instructions on the screen to reset the lamp hours.
Issue resolved.
No
Try another computer/ audio source with the projector. Is the issue resolved?
No
Press the menu button on the projector remote and make sure speaker is “ON” and the volume is set to 20. Is the issue resolved?
No
For further assistance, contact SMART Technical Support. (B)





Back

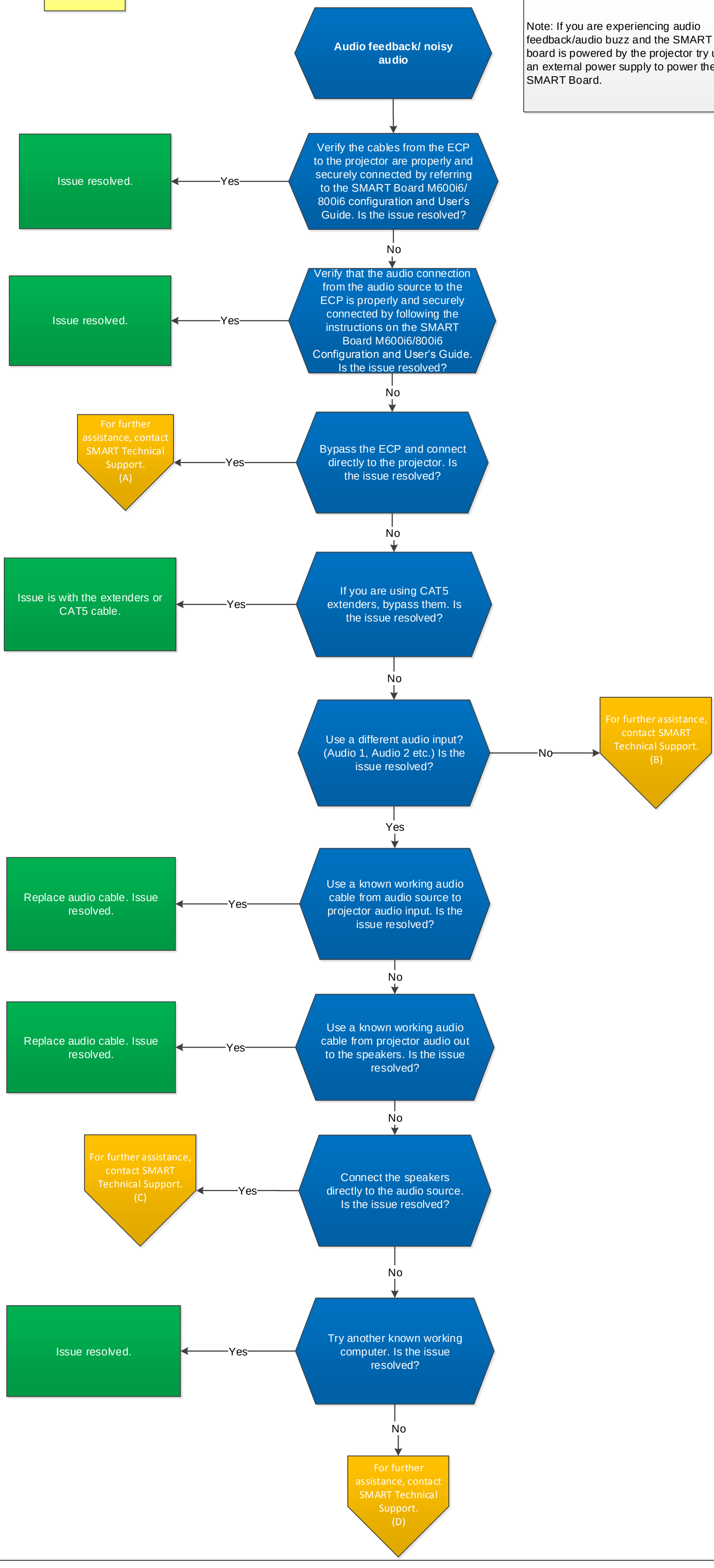
Home

4.2 Audio feedback/ Noisy audio

Revision History

Contact Support

Note: If you are experiencing audio feedback/audio buzz and the SMART board is powered by the projector try using an external power supply to power the SMART Board.


Audio feedback/ noisy audio
Verify the cables from the ECP to the projector are properly and securely connected by referring to the SMART Board M600i6/ 800i6 configuration and User's Guide. Is the issue resolved?
Yes
Issue resolved.
No
Verify that the audio connection from the audio source to the ECP is properly and securely connected by following the instructions on the SMART Board M600i6/800i6 Configuration and User's Guide. Is the issue resolved?
Yes
Issue resolved.
No
Bypass the ECP and connect directly to the projector. Is the issue resolved?
Yes
For further assistance, contact SMART Technical Support. (A)
No
If you are using CAT5 extenders, bypass them. Is the issue resolved?
Yes
Issue is with the extenders or CAT5 cable.
No
Use a different audio input? (Audio 1, Audio 2 etc.) Is the issue resolved?
No
For further assistance, contact SMART Technical Support. (B)
Yes
Use a known working audio cable from audio source to projector audio input. Is the issue resolved?
Yes
Replace audio cable. Issue resolved.
No
Use a known working audio cable from projector audio out to the speakers. Is the issue resolved?
Yes
Replace audio cable. Issue resolved.
No
Connect the speakers directly to the audio source. Is the issue resolved?
Yes
For further assistance, contact SMART Technical Support. (C)
No
Try another known working computer. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support. (D)

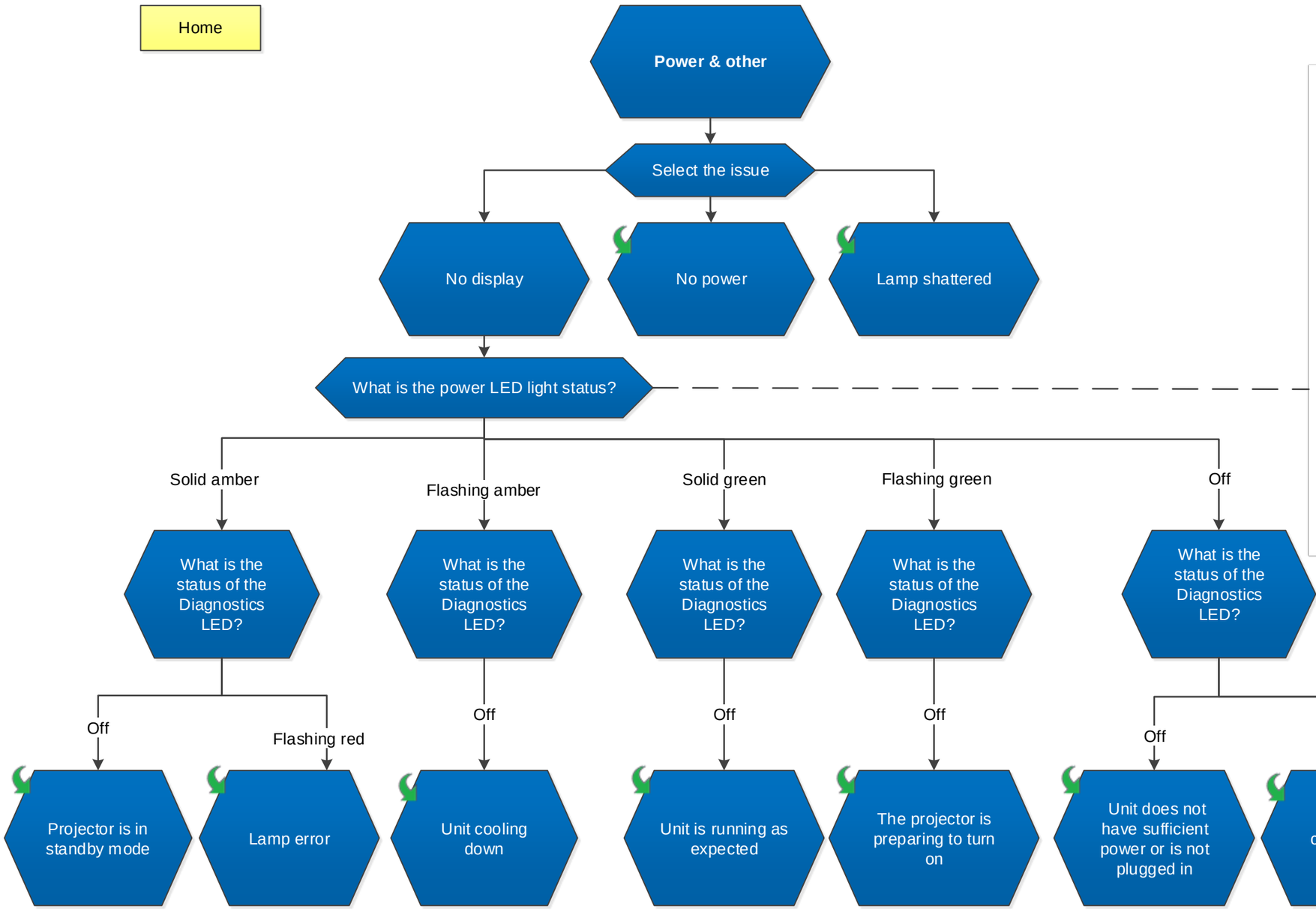
Back

Home

5. Power and other

Revision History

Contact Support



Projector Status Indication

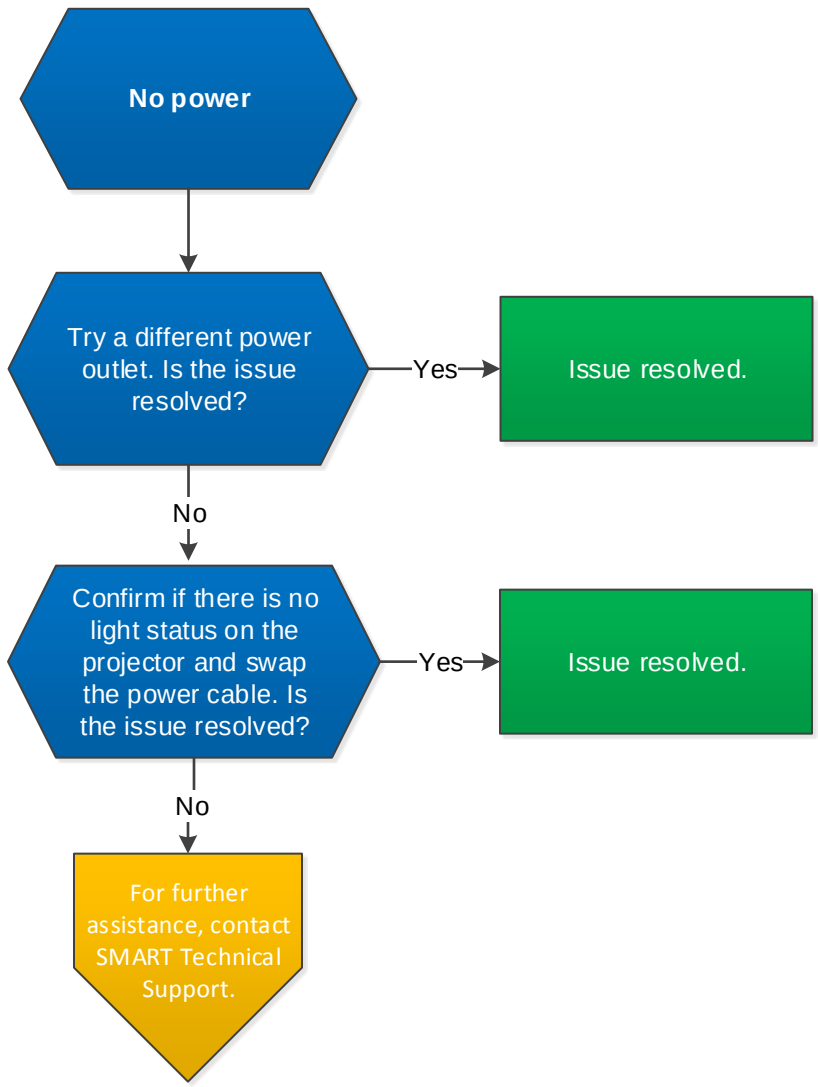
Status	Power LED (Green/Amber)	Diagnostic LED (Red)
Idle Mode	Solid Amber	Off
Powering	Flashing Green	Off
On (Lamp On)	Green	Off
Cooling	Flashing Amber	Off
Error (Temperature Exceeded)	Off	Flashing Red
Error (Fan Failure)*	Off	Solid Red
Error (Color Wheel Failure)*	Off	Solid Red
Error (Lamp Failure)	Solid Amber	Flashing Red

Back

Home

5.1 No power

Revision History
Contact Support


No power
Try a different power outlet. Is the issue resolved?
Yes
Issue resolved.
No
Confirm if there is no light status on the projector and swap the power cable. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

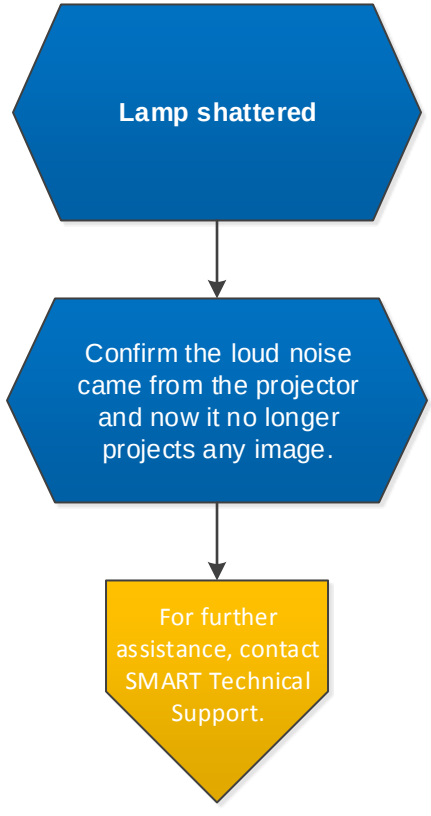
Back

Home

5.2 Lamp shattered

Revision History

Contact Support


Lamp shattered
Confirm the loud noise came from the projector and now it no longer projects any image.
For further assistance, contact SMART Technical Support.

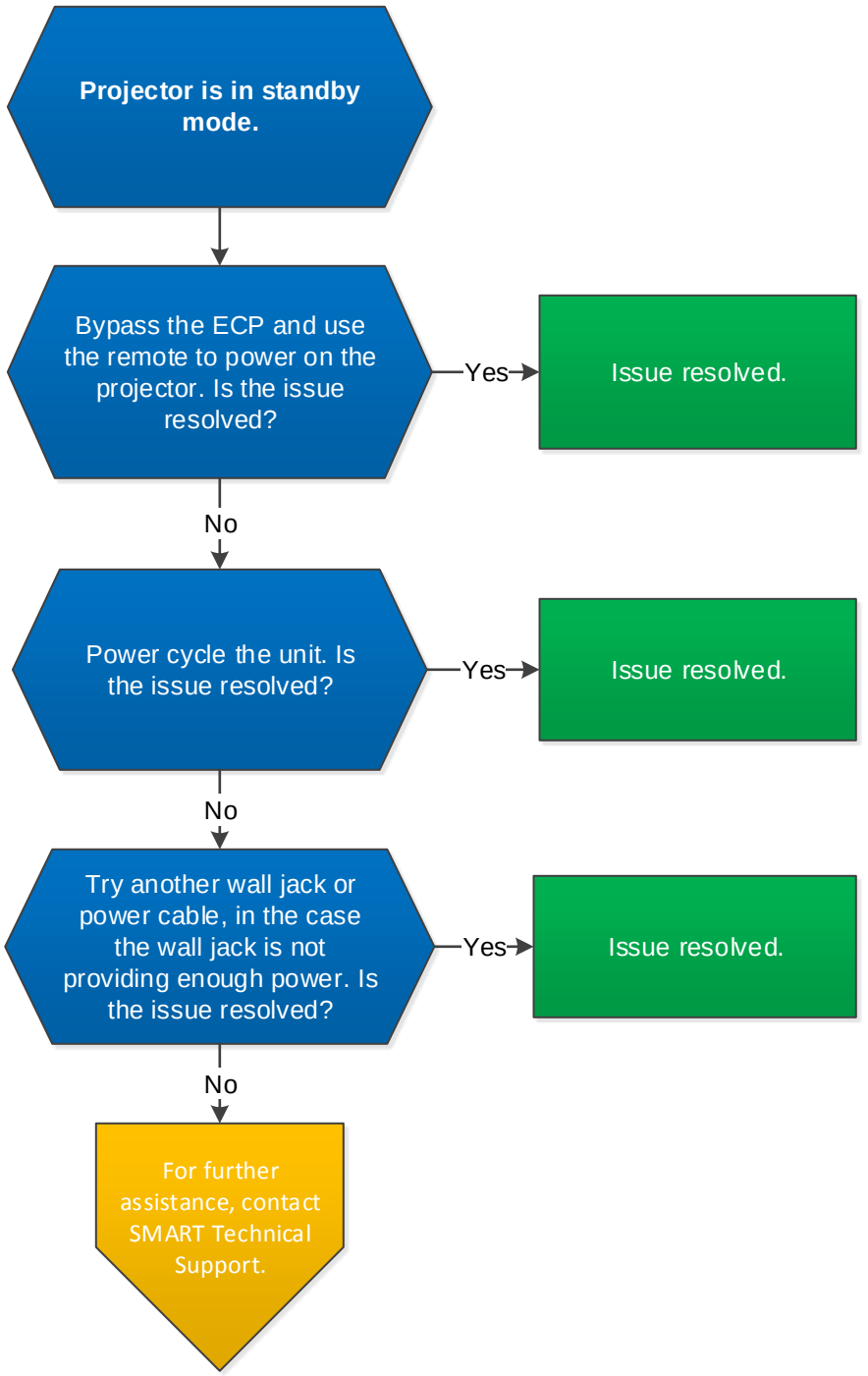
Back

Home

5.3 Projector is in standby mode

Revision History

Contact Support


Projector is in standby mode.
Bypass the ECP and use the remote to power on the projector. Is the issue resolved?
Yes
Issue resolved.
No
Power cycle the unit. Is the issue resolved?
Yes
Issue resolved.
No
Try another wall jack or power cable, in the case the wall jack is not providing enough power. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

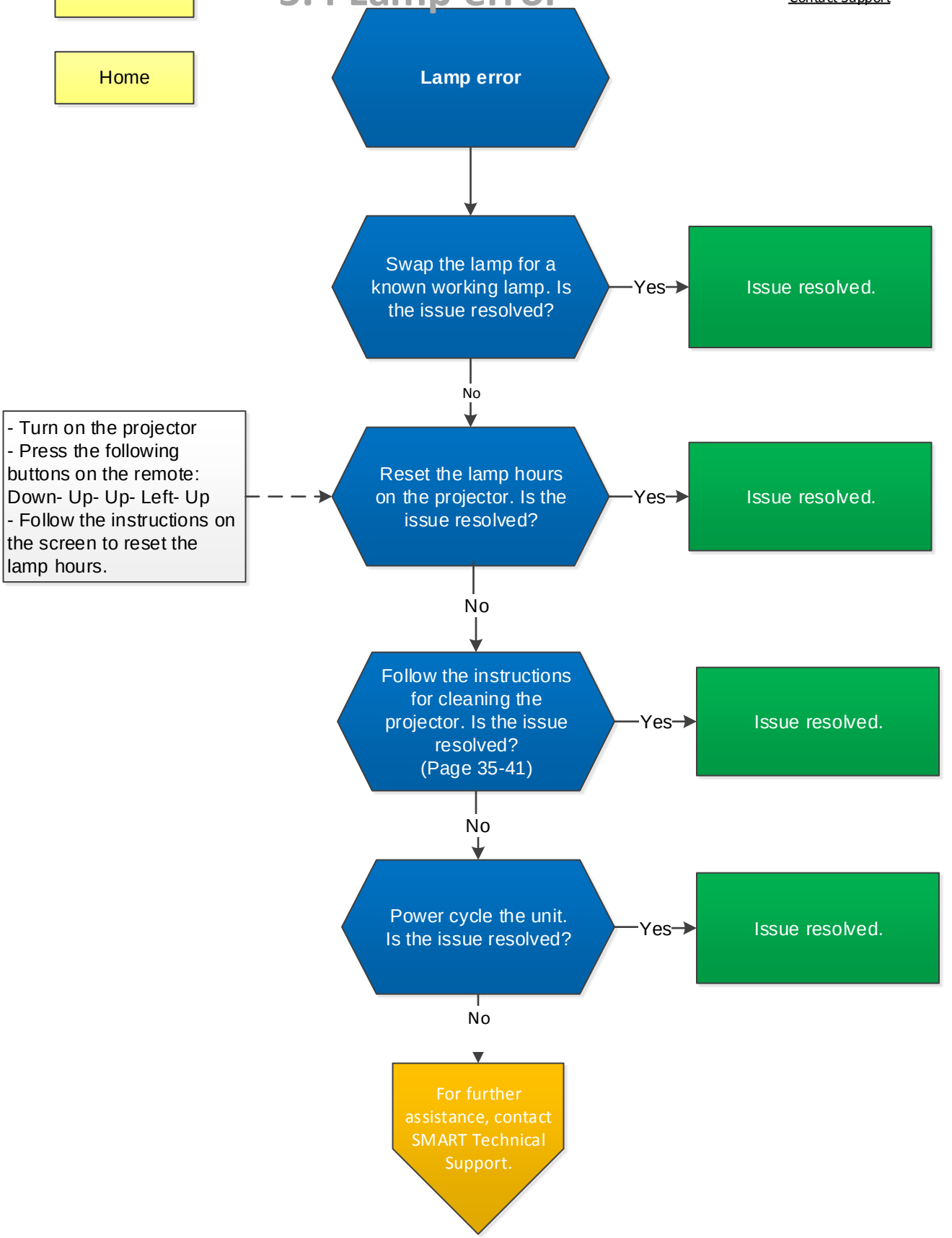
Back

Home

Revision History

Contact Support

5.4 Lamp error


Lamp error
Swap the lamp for a known working lamp. Is the issue resolved?
Yes
Issue resolved.
No
- Turn on the projector
- Press the following buttons on the remote: Down- Up- Up- Left- Up
- Follow the instructions on the screen to reset the lamp hours.
Reset the lamp hours on the projector. Is the issue resolved?
Yes
Issue resolved.
No
Follow the instructions for cleaning the projector. Is the issue resolved? (Page 35-41)
Yes
Issue resolved.
No
Power cycle the unit. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

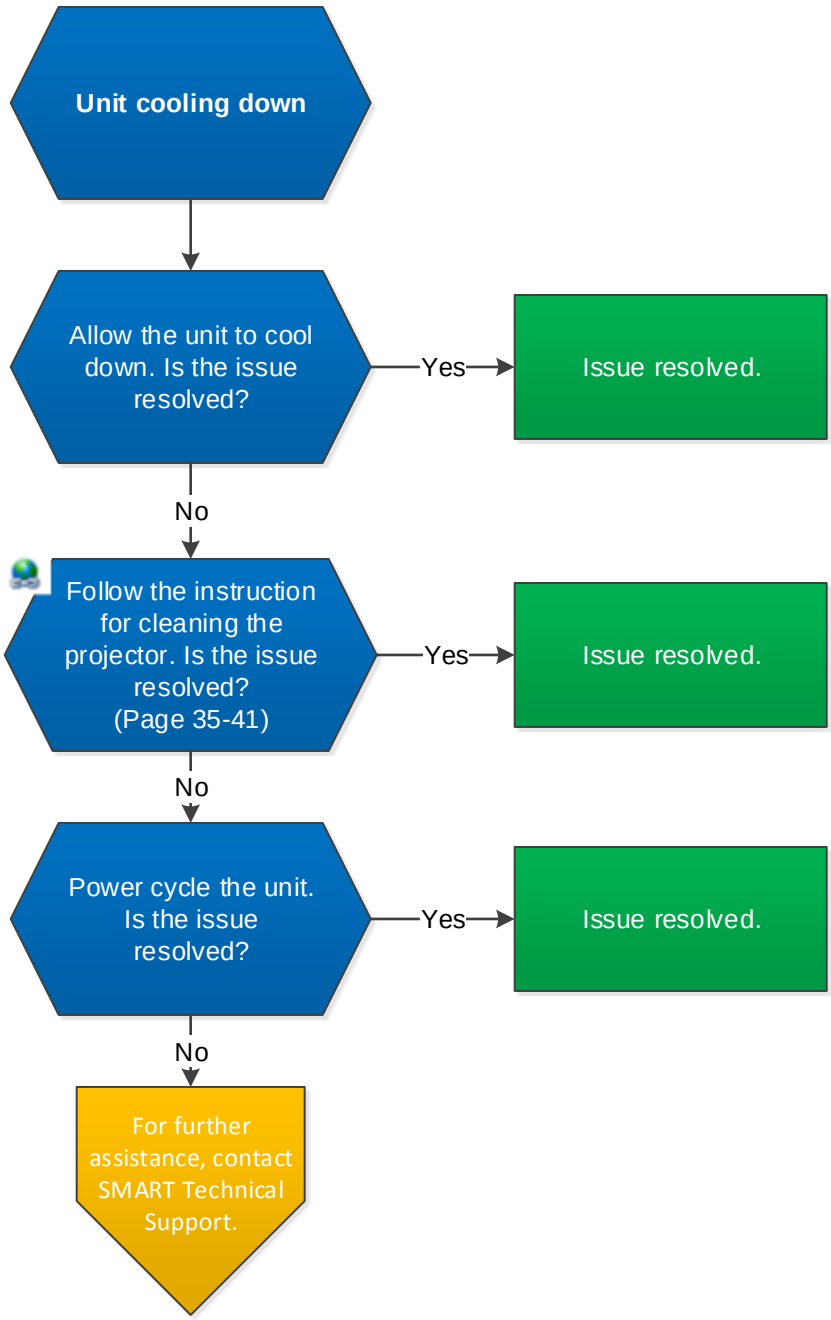
Back

Home

5.5 Unit Cooling Down

Revision History

Contact Support



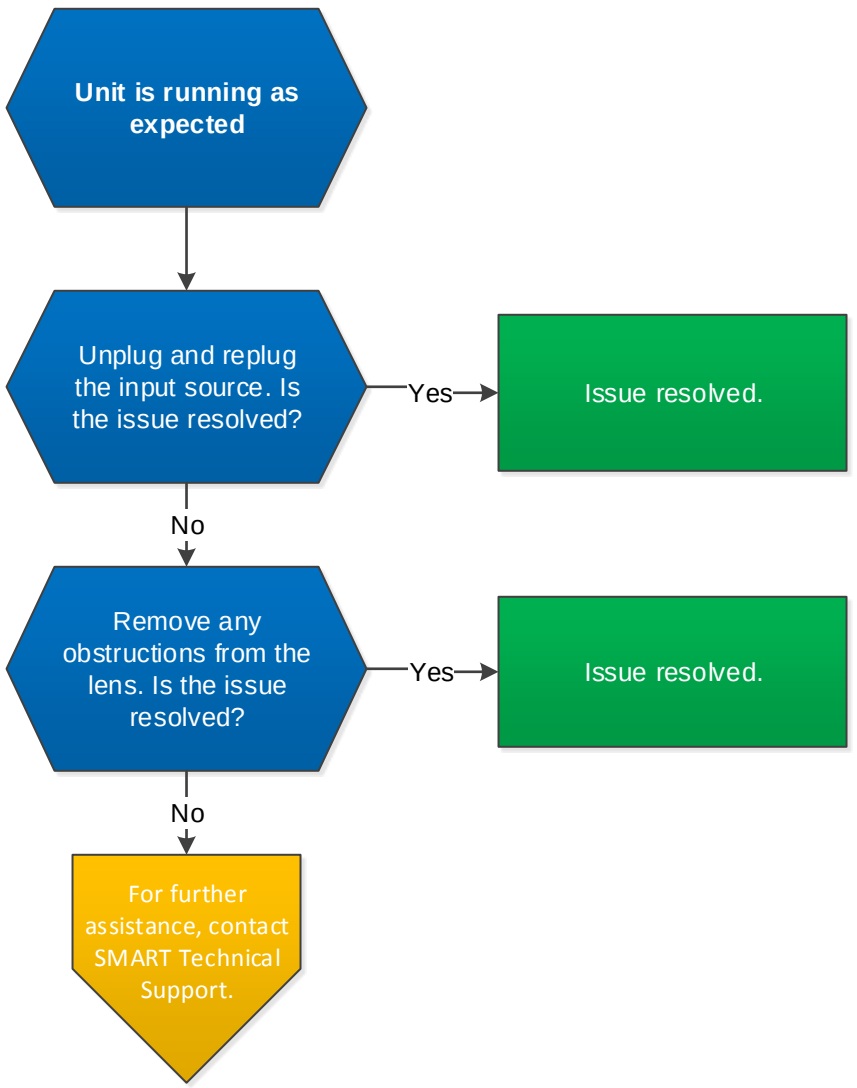
Back

Home

5.6 Unit is running as expected

Revision History

Contact Support


Unit is running as expected
Unplug and replug the input source. Is the issue resolved?
Yes
Issue resolved.
No
Remove any obstructions from the lens. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

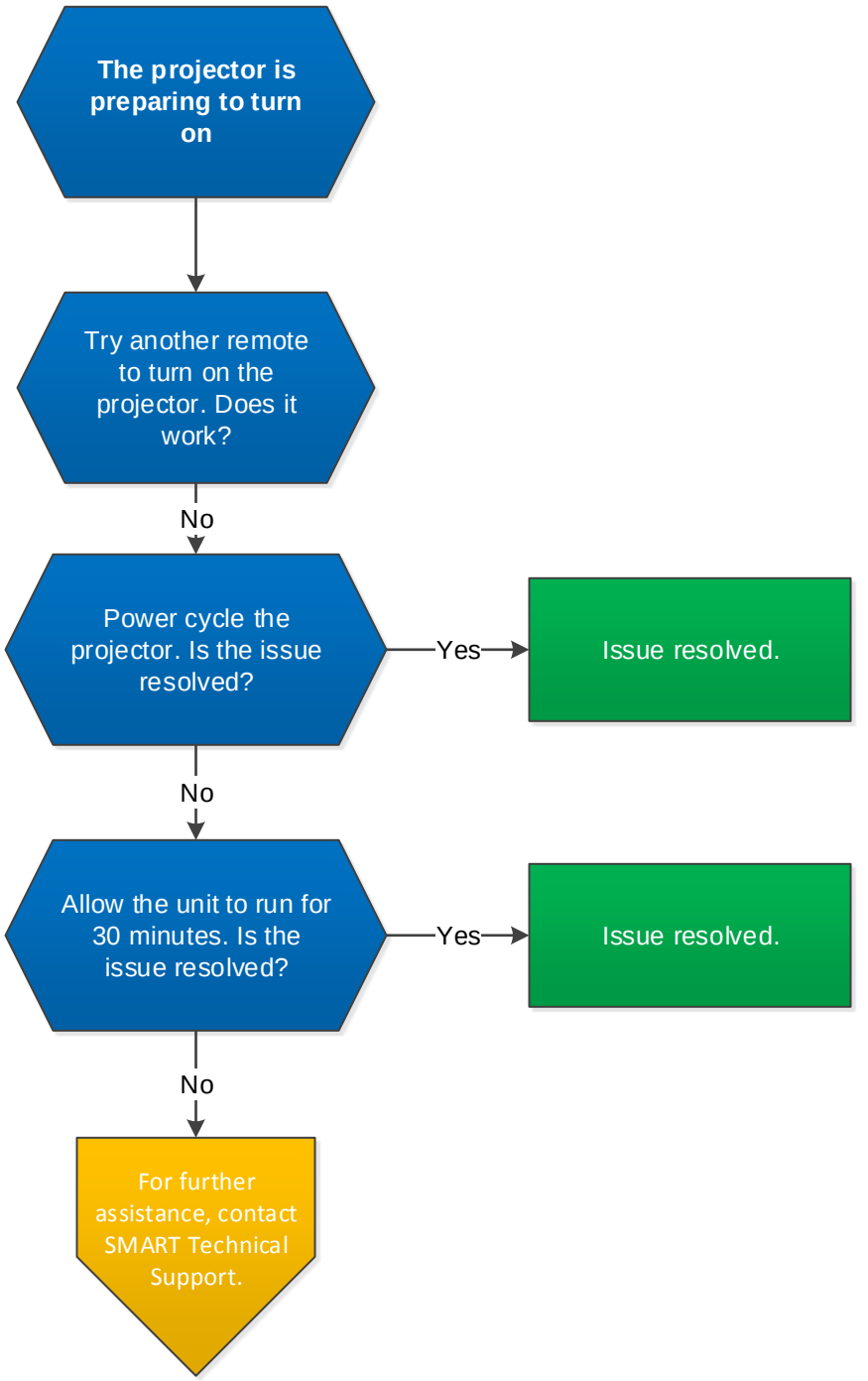
Back

Home

Revision History

Contact Support

5.7 The projector is preparing to turn on


The projector is preparing to turn on
Try another remote to turn on the projector. Does it work?
No
Power cycle the projector. Is the issue resolved?
Yes
Issue resolved.
No
Allow the unit to run for 30 minutes. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

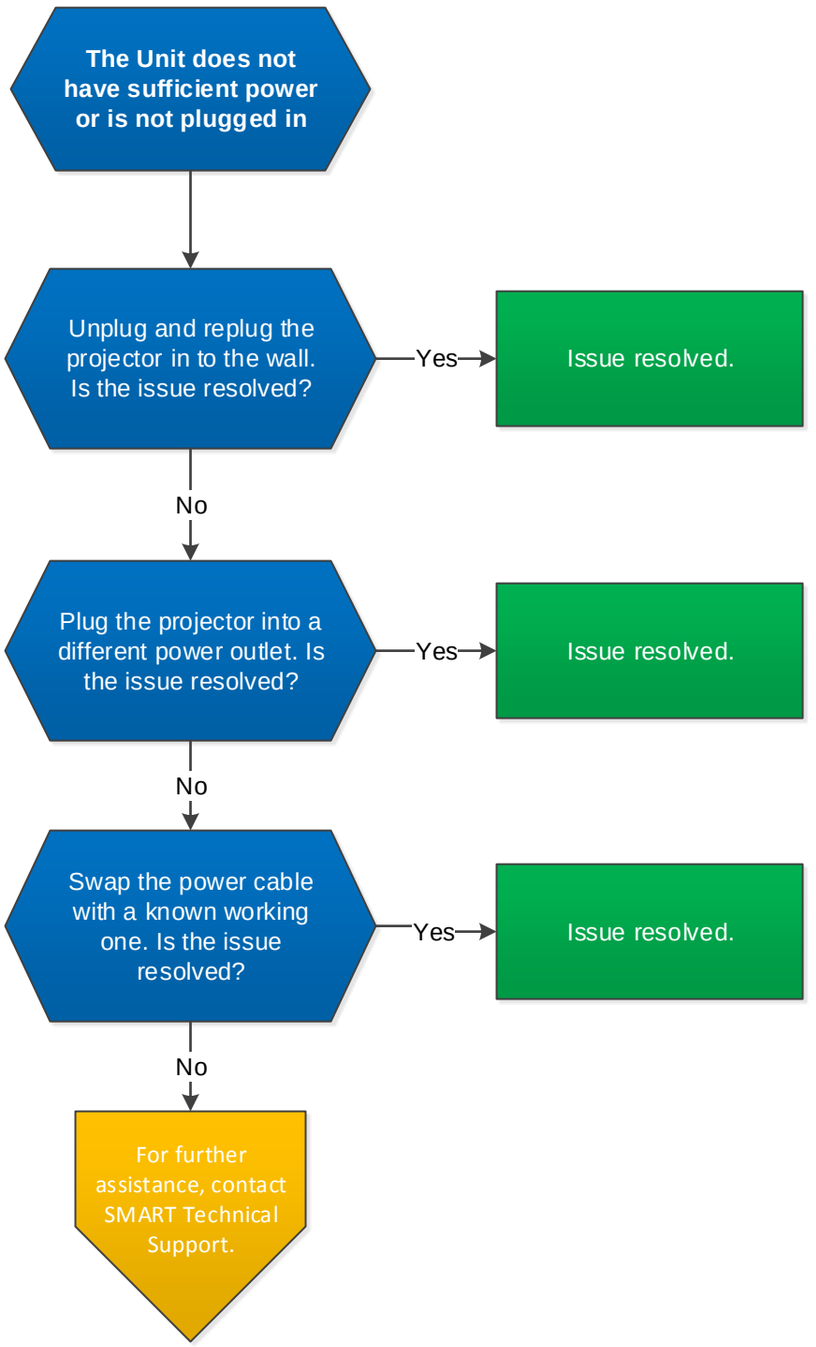
Back

Home

Revision History

Contact Support

5.8 Unit does not have sufficient power


The Unit does not have sufficient power or is not plugged in
Unplug and replug the projector in to the wall. Is the issue resolved?
Yes
Issue resolved.
No
Plug the projector into a different power outlet. Is the issue resolved?
Yes
Issue resolved.
No
Swap the power cable with a known working one. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

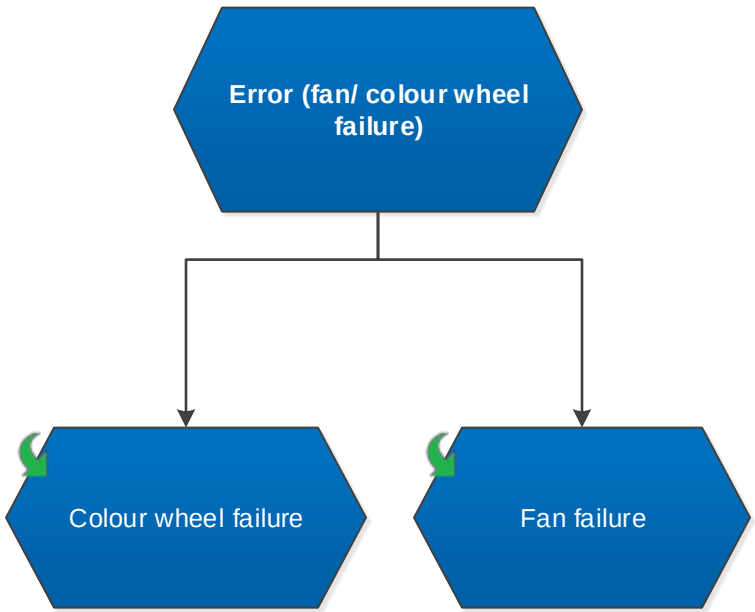
Back

Home

5.9 Error (fan/colour wheel failure)

Revision History

Contact Support



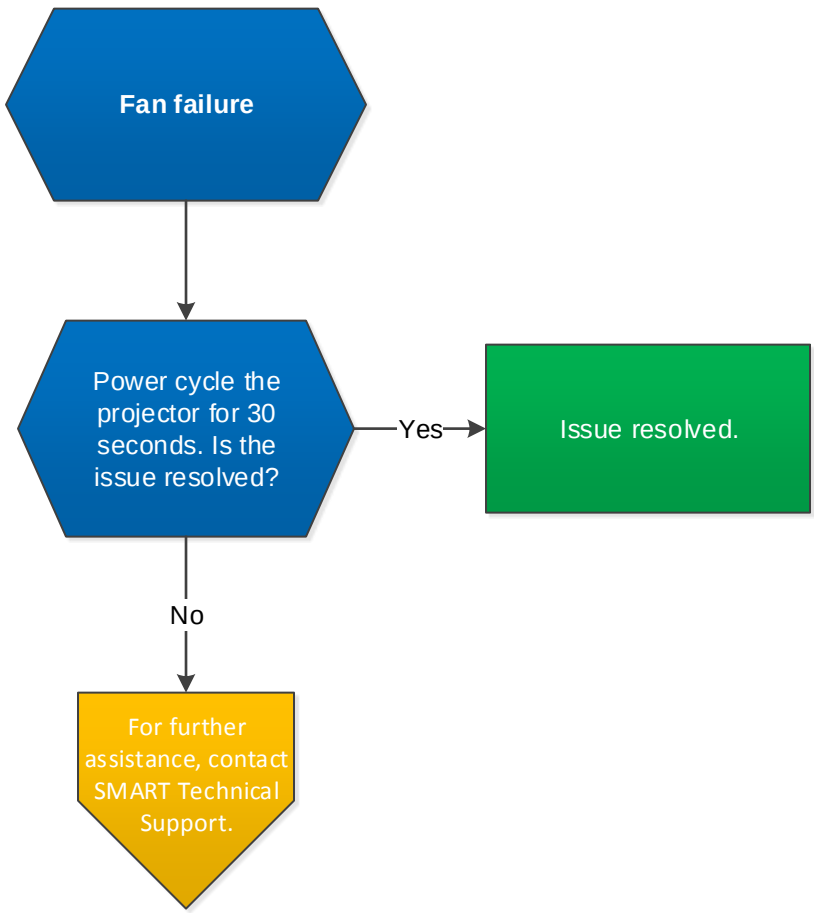
Back

Home

5.9.2 Fan failure

Revision History

Contact Support


Fan failure
Power cycle the projector for 30 seconds. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

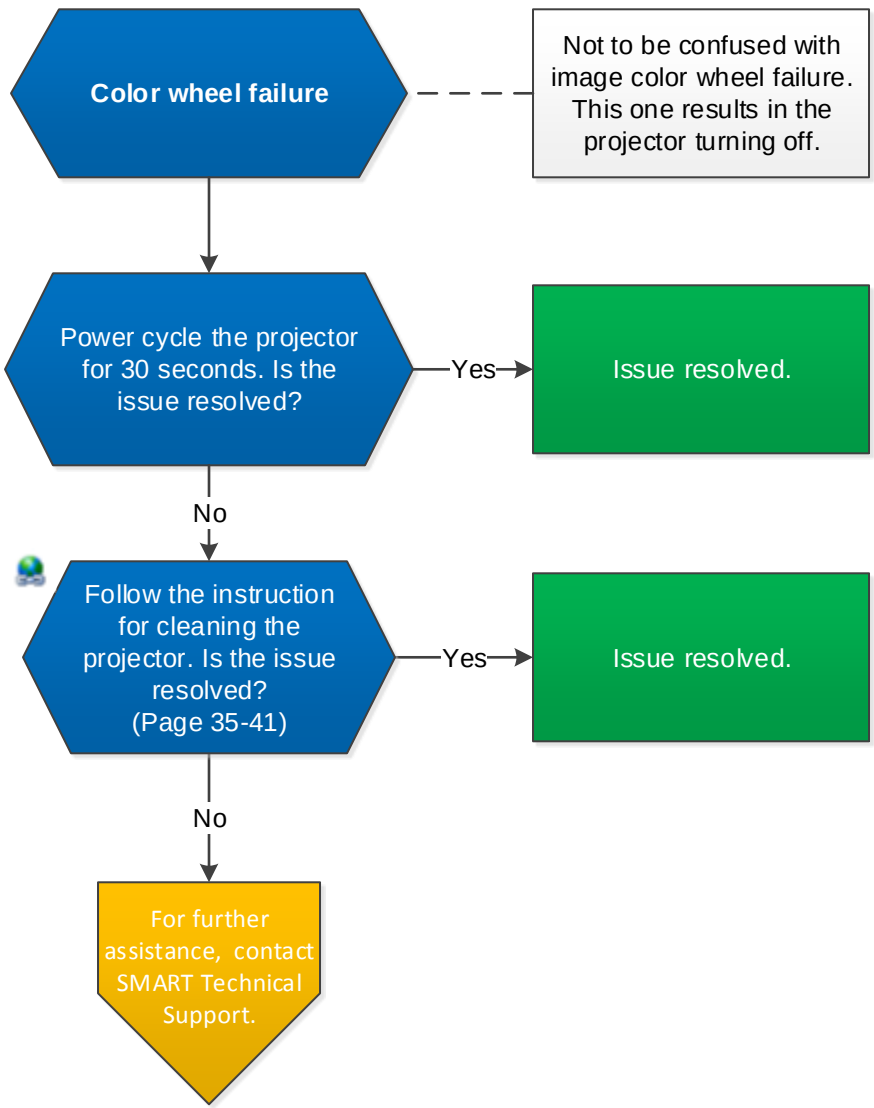
Back

Home

5.9.1 Colour wheel failure

Revision History

Contact Support


Color wheel failure
Not to be confused with image color wheel failure. This one results in the projector turning off.
Power cycle the projector for 30 seconds. Is the issue resolved?
Yes
Issue resolved.
No
Follow the instruction for cleaning the projector. Is the issue resolved? (Page 35-41)
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

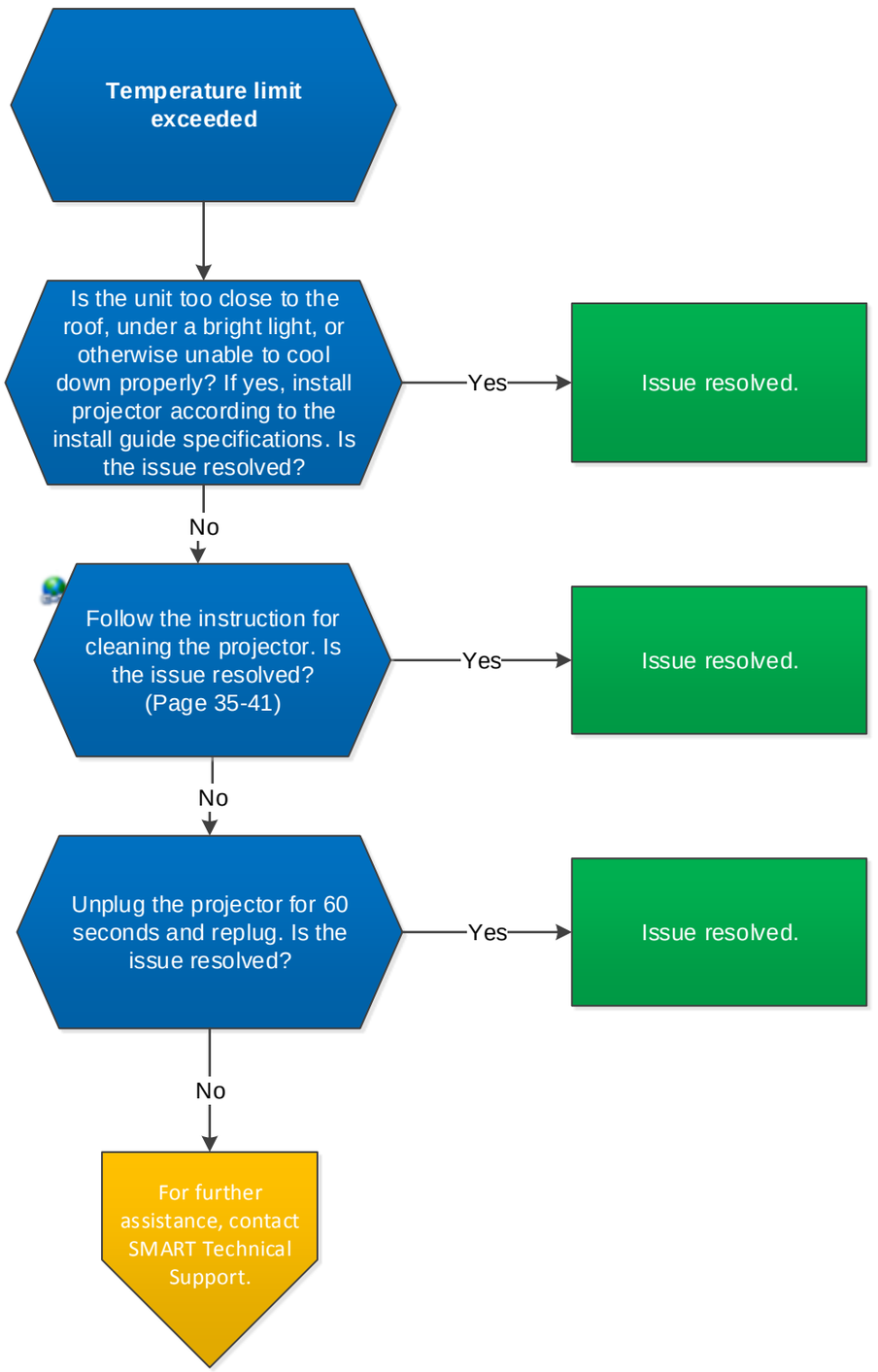
Back

Home

5.10 Temperature limit exceeded

Revision History

Contact Support


Temperature limit exceeded
Is the unit too close to the roof, under a bright light, or otherwise unable to cool down properly? If yes, install projector according to the install guide specifications. Is the issue resolved?
Yes
Issue resolved.
No
Follow the instruction for cleaning the projector. Is the issue resolved? (Page 35-41)
Yes
Issue resolved.
No
Unplug the projector for 60 seconds and replug. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

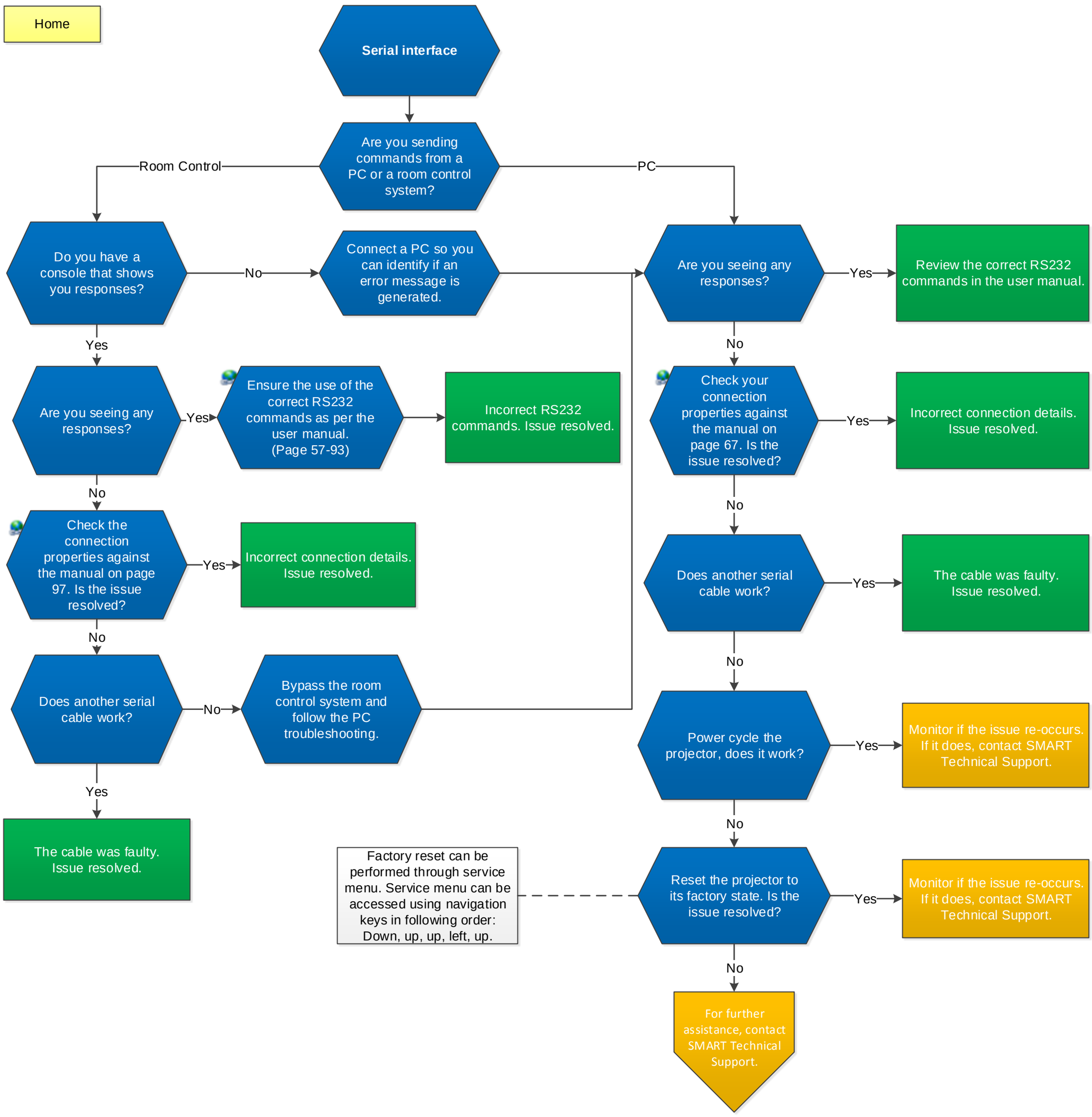
Back

Home

Revision History

Contact Support

6. Serial interface


Serial interface
Are you sending commands from a PC or a room control system?
Room Control
PC
Do you have a console that shows you responses?
No
Connect a PC so you can identify if an error message is generated.
Are you seeing any responses?
Yes
Review the correct RS232 commands in the user manual.
Yes
Are you seeing any responses?
Yes
Ensure the use of the correct RS232 commands as per the user manual. (Page 57-93)
Incorrect RS232 commands. Issue resolved.
No
Check your connection properties against the manual on page 67. Is the issue resolved?
Yes
Incorrect connection details. Issue resolved.
No
Check the connection properties against the manual on page 97. Is the issue resolved?
Yes
Incorrect connection details. Issue resolved.
No
Does another serial cable work?
Yes
Does another serial cable work?
Yes
The cable was faulty. Issue resolved.
No
Does another serial cable work?
No
Bypass the room control system and follow the PC troubleshooting.
Power cycle the projector, does it work?
Yes
Monitor if the issue re-occurs. If it does, contact SMART Technical Support.
No
Reset the projector to its factory state. Is the issue resolved?
Yes
Monitor if the issue re-occurs. If it does, contact SMART Technical Support.
No
For further assistance, contact SMART Technical Support.
The cable was faulty. Issue resolved.
Factory reset can be performed through service menu. Service menu can be accessed using navigation keys in following order: Down, up, up, left, up.

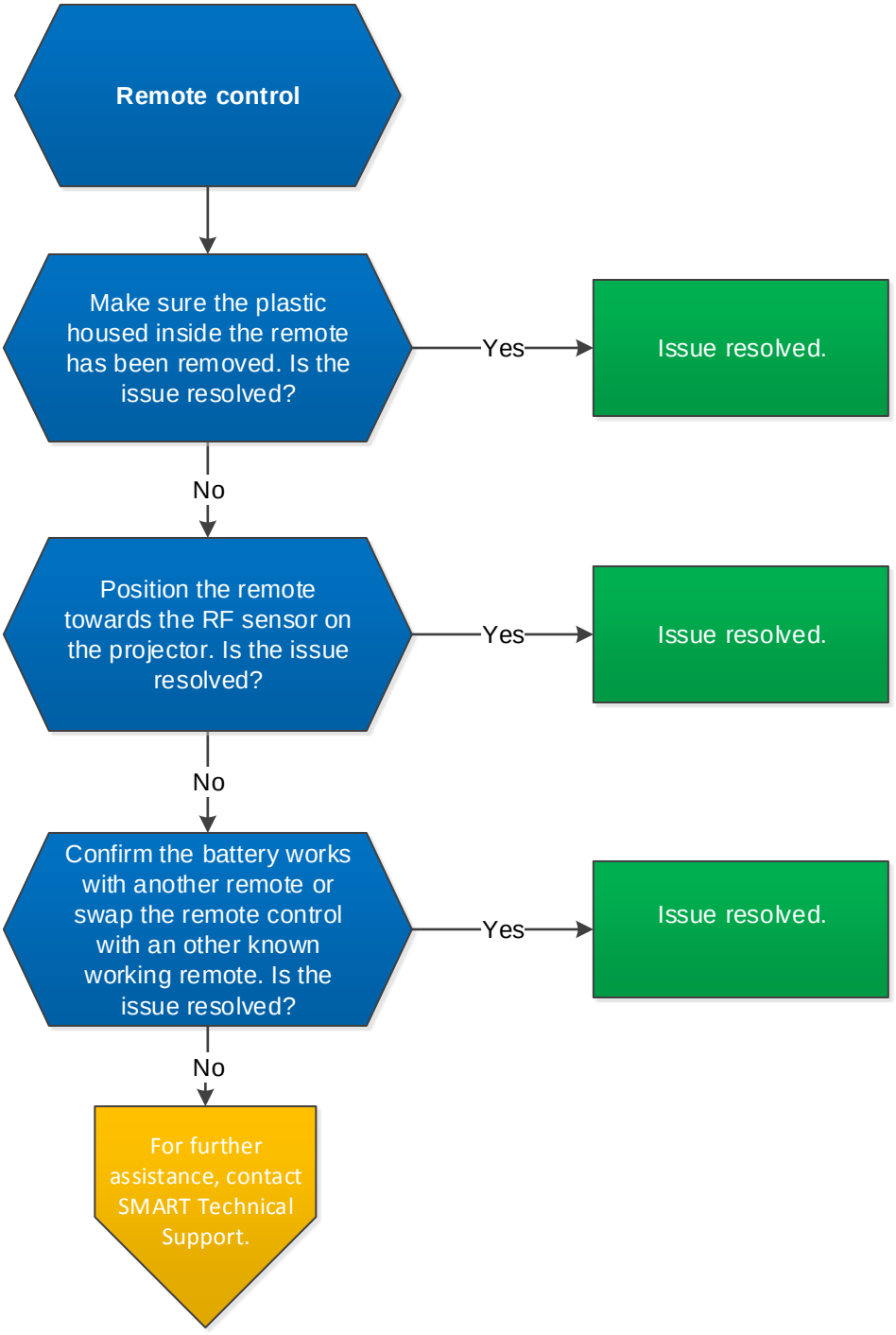
Back

Home

7. Remote control

Revision History

Contact Support


Remote control
Make sure the plastic housed inside the remote has been removed. Is the issue resolved?
Yes
Issue resolved.
No
Position the remote towards the RF sensor on the projector. Is the issue resolved?
Yes
Issue resolved.
No
Confirm the battery works with another remote or swap the remote control with an other known working remote. Is the issue resolved?
Yes
Issue resolved.
No
For further assistance, contact SMART Technical Support.

UF70 Troubleshooting Diagram

REVISION HISTORY					
SECTION	**PAGE**	**REV.**	**REVISED BY**	**DATE**	**DESCRIPTION OF CHANGE**
All	All	1.0	Abhishek Dhawan	June 26, 2014	Revised format.

Revision History
Contact Support

2.1 **Cannot keystone the image**	For further assistance, contact SMART Technical Support.
2.2.1 **Projector has 'rolling' bars or lines flickering in image**	Page 2.2.1 If VGA port on projector is faulty, RMA projector. (B)
2.2.2 **Projector has sparkles and noise in the image**	Page 2.2.2 If bypassing ECP resolves issue, RMA Projector. (A) Page 2.2.2 If VGA port on projector is faulty, RMA projector. (B)
2.2.3 **Projector is flickering different colours**	Page 2.2.3RMA projector if all troubleshooting has been completed and last step leads to contact Support. (C) Page 2..2.3 RMA projector (A)
2.3 **Image shifts when input is connected**	Page 2.3 RMA projector if all troubleshooting has been completed and last step leads to contact Support. (B)

UF70 Troubleshooting Diagram

Revision History
Contact Support

2.4 Video source is not recognized	Page 2.4 If VGA port on projector is faulty, RMA projector. (B) Page 2.4 RMA projector if all troubleshooting has been completed and last step leads to contact Support. (C)
2.5 Noisy Image	Page 2.5 RMA projector if all troubleshooting has been completed and last step leads to contact Support. (B)
2.6 Stuck pixel	Page 2.6 RMA projector if all troubleshooting has been completed and last step leads to contact Support.
4.1 No sound	Page 4.1 If bypassing ECP resolves issue, RMA ECP. (A) Page 4.1 RMA projector if all troubleshooting has been completed and last step leads to contact Support. (B)
4.2 Audio feedback/Noisy audio	Page 4.2 If bypassing ECP resolves issue, RMA ECP. (A) Page 4.2 RMA projector if all troubleshooting has been completed and last step leads to contact Support. Issue is with audio input. (B) Page 4.2 RMA projector if all troubleshooting has been completed and last step leads to contact Support. Issue is with audio output. (C) Page 4.2 RMA projector if all troubleshooting has been completed and last step leads to contact Support. (D)
5.1 No power	Page 5.1 RMA projector if all troubleshooting has been completed and last step leads to contact Support.

Revision History
Contact Support

5.2 Lamp shattered	Page 5.2 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.3 Projector is in standby mode	Page 5.3 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.4 Lamp error	Page 5.4 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.5 Unit cooling down	Page 5.5 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.6 Unit running as expected	Page 5.6 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.7 Projector is preparing to turn on	Page 5.7 RMA projector if all troubleshooting has been completed and last step leads to contact Support

UF70 Troubleshooting Diagram

Revision History

Contact Support

5.8 Unit does not have sufficient power	Page 5.8 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.9.1 Colour wheel failure	Page 5.9.1 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.9.2 Fan failure	Page 5.9.2 RMA projector if all troubleshooting has been completed and last step leads to contact Support
5.10 Temperature limit exceeded	Page 5.10 RMA projector if all troubleshooting has been completed and last step leads to contact Support
6 Serial interface	Page 6 RMA projector if all troubleshooting has been completed and last step leads to contact Support
7 Remote control	Page 7 RMA projector if all troubleshooting has been completed and last step leads to contact Support